

2008-2009

Community First New Forest

Annual Report 2008-2009



Our Mission

We are a not-for-profit umbrella organisation which supports and promotes the sustainable development of the local voluntary and community sector. By building relationships, fostering partnerships and delivering quality services, we aim to improve quality of life and assist in the development of diverse, strong communities primarily in the New Forest district. We work towards removing barriers to social inclusion by working with communities and individuals who may be socially disadvantaged, vulnerable and isolated.

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President's Report



Councillor Puttock

I am delighted to have the opportunity of expressing my support for Community First New Forest; and be able to say thank you to all the volunteers and dedicated staff for their continuing effort in supporting the local voluntary and community sector. They are all amazing people who give of their time and experience without expecting anything back in return, other than the knowledge that they have helped other people, who are sometimes in difficult circumstances, in a meaningful way.

Community First New Forest continues to progress and make an impact on the lives of the people of the forest; this could not be achieved without strong leadership and management, and I thank everyone involved and wish the Chief Executive, Michael Clowes and his team further success for the future.

I would also like to express my gratitude to the Board of Trustees and Stephanie Stokes, their acting Chairman for their continued support to Community First New Forest.

Chairman's Report

This year - quite unexpectedly - I have been privileged to serve as the Chairman of Community First New Forest. I had, as they say, 'to hit the ground running' when Nigel Clarke who had been elected as Chairman became ill. However, I was fortunate that he was still able to serve as my Vice-Chair and give me much valued advice and support.

To ask me to serve as the Chair shows that you have sufficient confidence in my capabilities as a leader; that you are able to entrust Community First New Forest to my care. Furthermore, you have given me the rewarding opportunity to develop and grow personally, while strengthening the mission and vision of the charity. There is no doubt that it is highly respected in the local community and indeed across Hampshire. Part of my job is to deepen this respect as we move forward, and I hope to champion our cause wherever and whenever possible.

I have found our charity to be a fertile organisation that reflects the forest area it serves - a growing and developing entity. It is richly endowed with colour in the form of dedicated staff and volunteers, headed by a talented Chief Executive and its 'branches' reach out to the community in myriad ways, where it provides a source of nourishment and shelter under its umbrella. One of the biggest issues we face as a charity is the securing of funds. To this end we work collaboratively with other organisations in our area, especially New Forest District Council and Hampshire County Council, to secure them. The current economic climate has caused concern that charity funding will decrease, so we must work hard to develop even better relationships with our funders than hitherto. Recently the Government announced plans to make £42.5 million available to help volunteers, charities and social enterprises cope during the recession and we hope that charities under our umbrella are able to secure some of this funding if they fit the criteria.

During the year the Board of Trustees has tackled some challenging and interesting projects. These have included the review of our organisation's structure and remuneration, which began in times of plenty and must now conclude in a climate of economic austerity. The trustee-manager buddy system begun by Ian

Chairman's Report *continued*



Stephanie Stokes
Acting Chair

Mason-Smith, our previous Chairman has proven to be generally useful and in many cases enriching and fruitful. The Finance Committee has, with our Finance Manager's support, been closely involved in the maintenance of financial prudence - the hallmark of good governance - and I can report we have a reserves policy that supports a contingency approach to the impacts of economic change and the sustainability of services. The Board has also approved the change of our 'brand name' by dropping the comma between the middle words and generally modernising our look. The change was accepted by the Charity Commission and will be ratified at the AGM.

Recently we all attended an enriching 'Away Day' at Minstead Lodge where we discussed amongst other things our business plan. This is under development so that we have a plan of prudent vision of the future with procedures and financial forecasting in place to enable our sustainability and hopefully, growth. We have grown considerably, from a half million pounds per annum turnover to one of 1.6 million pounds. That is a considerable achievement for which we must particularly thank our Chief Executive and his management team for their leadership and entrepreneurial vision. Let us hope we can improve on this in future years and become a two (or three) million pounds per annum turnover charity. Only about four percent of charities in the UK have a turnover that is over a million pounds, so we are up there with the best and should be justifiably proud!

I must pay tribute to all our trustees who make up the team. They are dedicated professionals whose expertise helps us to keep on the straight and narrow. We would like to pay tribute to Sylvester Richardson, who sadly passed away during the year. He was with us a relatively short period of time, and was clearly disabled, but he never let it get him down. Some of us attended his funeral which was a wonderful celebration of his life and told us much more about the man than we ever knew. How much do others not know of us I wonder? Do we hide our light under a bushel or do we go forth with confidence and in the words of Mahatma Ghandi: 'Be the change (we) want to see in the world.' Let us heed his words as we go forward into the challenging times ahead, going out together and continuing to change the world. It may be our present but it is our children's future and we hold it in the palms of our hands!

Chief Executive's Report 2008/2009

Introduction

Community First New Forest (CFNF) has continued to provide a range of essential services that support organisations and residents of the New Forest District. In our role as an infrastructure organisation our fundamental aim is to support those groups and organisations that make a difference to the quality of life for people living in our district.

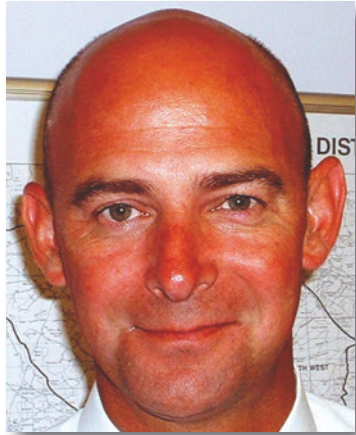
There remain distinct challenges for the voluntary and community sector, especially with regards to funding and the sustainability of services. The early impacts of the economic recession in this reporting period have affected voluntary and community groups. There are uncertainties about its future impacts and we have been active in encouraging and supporting organisations to plan ahead. There is also a significant risk that public sector funding will reduce over the next few years and that the return on trusts' investment will be much lower. This will require new and innovative approaches to how voluntary and community groups can continue to thrive and meet local needs. We remain committed to helping voluntary and community groups with these critical areas.

This year has been a busy period for all of us and this Annual Report sets out to let you know the aims of our services, their achievements and future plans.

Achievements and Performance

- We continue to have an active role in supporting the delivery of the New Forest Community Strategy. During this period in my role as Chairman of the Local Strategic Partnership (LSP) I have supported the development and implementation of the new Sustainable Community Strategy. As a key strategy that is focused on social, economic and environmental issues CFNF is committed to supporting its practical delivery and also to encouraging support from the wider voluntary and community sector. Our Chairman is also an active participant on the LSP and represents the interests of the voluntary and community sector.
- As part our work with the New Forest LSP we have supported the development of a new network entitled 'Active Communities'. This network is focused on delivering actions that will support community engagement, volunteering, community planning and diversity and equality. A key area of activity that will come out of this network is the development of a Comprehensive Community Engagement Strategy.
- At the county level we have been active in supporting the delivery of the Hampshire Local Area Agreement (LAA). Examples of our support here include representation on the county lead group for community safety. We also supported the co-ordination and completion of the Commissioning and Procurement Code under the One Compact for Hampshire. This code is aimed at highlighting the value of engaging and involving the voluntary and community sector in the commissioning and procurement process and influencing good practice, behaviour and understanding.

Chief Executive's Report 2008/2009 *continued*



Michael Clowes
Chief Executive

- We have been an active member in the delivery of the Hampshire CVS Infrastructure Modernisation Programme (IMP). The programme is aimed at helping the CVS Network to become more efficient and effective in delivering support services to voluntary and community groups across Hampshire. We are taking a lead role in this programme and we firmly believe that it can make a difference. An example of our work is the new Hampshire CVS website which can be found at www.hampshirecvs.org.uk

We conducted an Annual Survey of our members to help us identify services used. We received feedback on key areas of quality in order to help us become more aware of the needs of our members and the local voluntary and community sector. To obtain the necessary data we asked members' views on key areas of service delivery.

The services most valued by our members were:

- Minibus Hire
- Training
- Advice and information
- Newsletter
- Volunteer Centre
- Funding
- CRB

Future Plans

- The New Forest Sustainable Community Strategy and the Hampshire LAA are two key areas that we will support. There is an increasing emphasis in both strategies on volunteering, community involvement and a thriving Third Sector.
- We will work towards improving our internal systems with regards to quality, risk management, business development, marketing and promotion. We will invest in this process by appointing a Business Support Manager.
- During the coming financial year we will undertake a strategic review of our activities and set out a new Business Plan for the period 2009 to 2012. This will incorporate our plans and responses to the economic recession and the strategic direction of the charity over the next 3 years.

The voluntary and community sector across the New Forest continues to make a significant difference to the quality of life. It is rich and diverse and is now experiencing a period of challenge and change. CFNF is aware of these of challenges and we will be endeavouring to provide the support that the local sector needs throughout this period of change .

On a personal note I would like to thank all of you who have supported me and feel privileged to be part of such a dedicated team.

Structure, Governance, Public Benefit and Management

Governing Document

CFNF is a company limited by guarantee (No. 3483827) governed by its Memorandum and Articles of Association dated 5 November 1997 and amended to allow its current governance arrangement on 26 October 2005. It is registered as a charity with the Charity Commission (No. 1068964). Membership is open to voluntary and community organisations and other stakeholder organisations, each of whom agree to contribute £1 in the event of the charity winding up.

Appointment of Trustees

As set out in the Articles of Association trustees can be elected by members at the General Meeting in accordance with the procedures set out. One third of existing Trustees are required to retire annually with eligibility to be re-elected. The Board of Trustees has the power to co-opt members to fill specialist roles. Any member so appointed will hold office only until the following Annual General Meeting (AGM), and shall then be eligible for re-election.

All members are circulated with invitations to nominate trustees prior to the AGM advising them of retiring trustees and requesting nominations for the AGM. When considering co-opting the Board has regard to the requirement for any specialist skills needed.

Trustee Induction and Training

New Trustees undergo induction through briefings on the role of CFNF and their duties as a Board Member. New Trustees declare agreement with the CFNF Trustee Code of Conduct and are provided with a Trustee Information Folder that contains the Memorandum and Articles of Association, current Business Plan, recent financial reports and the Charity Commission Trustee 'Welcome' document. Throughout the year Board Members receive updates on information relevant to their role and are encouraged to attend appropriate external training events. There is an Annual Trustee Away Day that provides an opportunity for the Board to consider key areas that impact on the charity and the role of Board Members.

Organisation

The Board of Trustees administers the Charity and meets bi-monthly. There is a Finance sub-committee that meets on a quarterly basis. Other sub-committees are set up where considered appropriate by the Board. A Chief Executive is appointed by the trustees to manage the day to day operations of the charity. To facilitate effective operations the Board has approved a Delegated Powers policy. The policy delegates certain authorities so as to enable the Chief Executive, managers and staff to carry out all the responsibilities required of them. The policy is targeted at preventing fraud, the exercise of proper financial and operational controls and minimising unnecessary bureaucracy.

Structure, Governance, Public Benefit and Management

continued

Related Parties

The Charity has a close relationship with New Forest District Council, Hampshire County Council and NHS Hampshire. There is a clear common interest in this relationship towards improving the quality of life for people living in the local area. The organisations provide essential core funding to support our charitable objectives and actively support our continued development.

CFNF also has close relationships with all our funders who support the services we provide; these include; Parish and Town Councils, the Big Lottery and other charitable trusts.

We have developed strong partnerships with other providers to deliver services; these include In Touch, Youth and Families Matter, Families Matter Hythe URC and local schools.

Risk Management

The trustees have a risk management policy that enables the charity to:

- identify the major risks that apply to CFNF through an annual review
- make decisions about how to respond to the risks we face
- implement procedures designed to minimise any potential impact on the charity should those risks arise

This process has identified the key risks that would have a significant impact and a high probability of occurring. The key areas identified include; loss of key staff, contract risk, recruitment and retention of volunteers, health & safety, disaster and recovery planning, ICT and sustainable funding. A key element in the management of financial risk is the setting of a reserves policy and its regular review by trustees.

The current economic climate is having an impact on the inflationary uplift of funds for some services. This is a risk that will be reviewed regularly.

Structure, Governance, Public Benefit and Management

continued

Objectives & Activities for the Public Benefit

Objectives

The objectives of Community First New Forest are:

- To promote any charitable purposes for the benefit of the community in the area of the administrative authorities comprising the historic county of Hampshire (including Portsmouth and Southampton) and in particular the local government district of the New Forest and, if the Trustees of the charity shall so decide, in any of the administrative authorities immediately adjoining
- Advance education, protect health, relieve poverty, distress and sickness, promote, raise funds, and co-operate with others

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit and on reporting the Charity's aims and objectives and in planning future activities.

Activities

The Charity has carried out these objectives through the following activities :

1. In our role as a Council for Voluntary Service we are an affiliated member of the National Association for Voluntary and Community Action. A requirement of this affiliation is that we can evidence successful activity in 5 core areas. These areas and activities reflect the strategies we employ to achieve the charity's objectives:
 - Supporting the sustainable development of organisations in our local area
 - Providing support which will underpin the functioning and develop the capacity of voluntary and community groups
 - Developing and maintaining links across the voluntary & community, statutory & private sectors
 - Enabling the diverse views of the local voluntary and community sector to be represented to local statutory bodies and others; to be a conduit for this representation
 - To have active involvement in strategic partnerships as a means to ensure involvement and a strong voice from voluntary and community groups
2. In our role as provider of services we have provided a range of services. The activities of these services supported the delivery of our objectives, these are in summary:

Structure, Governance, Public Benefit and Management

continued

Children & Young People Services

Supporting vulnerable children, young people and their families across the New Forest. Providing infrastructure and strategic support for voluntary organisations working with children and young people.

Community Transport Services

Providing and developing transport solutions and opportunities for individuals and groups.

Home Improvement Services

Enabling older people, people with a disability and people on low incomes throughout the New Forest, to remain independent in their own homes, in a warm, safe and secure environment.

Home Support Services

Promoting and supporting the independence of clients and enabling them to remain living safely in their own home. To make continual improvements to the quality of care we provide.

Nightstop

Enabling homeless young people to access safe, free, emergency accommodation in our host households at the beginning of their homelessness when their need is most acute, then to support them into longer term housing through local housing providers.

The annual report contains details on the aims, achievements and future plans for each service area. These details provide evidence on the significant activities undertaken that are for the public benefit.

Financial Review

Following a continuing review of the charity's activities by the Trustees this year's strong results have again demonstrated the value of these reviews.

The end of year saw a strong financial position based on robust financial management. This reflects how the charity has continued to grow.

The principal funding sources were Hampshire County Council £762,636(2007 £757,832), New Forest District Council £180,783 (2007: £148,531), New Forest Primary Care Trust £58,811 (2007: £55,893) and The Big Lottery Fund £38,807 (2007: £14,930), Capacity Builders £20,000.

The expenditure incurred has enabled CFNF to support the successful delivery of its key objectives through our wide and varied activities. The 2009 Annual Report provides extensive details on all our services and demonstrates the achievements and performance, and our future plans. In the current economic climate we will continue monitoring progress against the strategic plan.

Investment powers and policy

Under the Memorandum and Articles of Association, the charity has the power from time to time to appoint any person(s) who the trustees believe to be so qualified to be the charity's investment adviser for the purposes of advising on and managing investments.

Reserves Policy

The trustees aim to maintain reserves equivalent to between 3 and 6 month operating expenditure, in order to safeguard existing activities and enable the charity to respond to new opportunities. As at the 31 March 2008 there are sufficient reserves in restricted funds. There are 4 months funds in unrestricted and restricted reserves.

Plans for future periods

The charity does have a forward planning process that endeavours to secure funding through contract or grant for the continuity of services that meet its charitable aims. It is acknowledged that some contracts or grants will end within the coming year and that these will represent distinct challenges for this period.

To meet these challenges we will:

- Develop a 3 year Strategic Business Plan
- Develop a rolling 2 year Finance Plan incorporating cash flow statement and surplus/deficit
- Take a more pro-active approach towards the economic environment and new business opportunities and will employ a Business Support Manager to support this aim

Voluntary & Community Services



Jackie Hartless
Manager



Debbie Grace
Community Development
Worker

Introduction

Our community development team provides dedicated support to communities across the district in order to bring about social change collectively and to improve quality of life. We work with individuals, families or whole communities identifying needs, opportunities, rights and responsibilities. We aim to engage with communities, making sense of the issues which affect their lives, helping to set goals for improvement and taking action through empowerment; hopefully leading to broader priorities such as safer and greener communities.

A key element of our work is to provide support and facilitate local, district and regional networks and forums. We aim to provide the link between local concerns and the bigger picture by strengthening the capacity and effectiveness of the voluntary and community sector in the New Forest and by not only encouraging, but enabling voluntary and community representation and participation in strategic partnerships.

We endeavour to improve quality of life for individuals and assist in the development of diverse, strong communities in the New Forest district seeking to engage with socially disadvantaged, vulnerable or hard-to-reach groups.

Our work demonstrates the increasing importance and recognition of the role of the voluntary and community sector in supporting and delivering an increasingly wide range of services that sustain communities and individuals across the New Forest.

Achievements and Performance

- Working in partnership with the District Council we hosted an event promoting the recently launched Equality & Diversity Toolkit. The toolkit is a resource to enable voluntary and community organisations to develop improved working relationships with diverse communities.
- We have engaged with over 59 groups giving a range of general advice and support, advising on a range of funding for projects both large and small. £2,198,000 of grant money both locally and nationally has been applied for, with over 32 groups accessing funding information using FunderFinder.

Voluntary & Community Services *continued*

- Innovations is a preventative service encouraging and enabling older people to engage in activities that promote their independence, health, wellbeing and self worth, thus reducing their need for emergency services, health and social care. It has provided 294 clients with a variety of support including; 30 for social activities, 21 to lunch clubs, 10 Carer's support/respite care, 6 referred to the sensory team and 21 help with shopping and transport. Over 30% of those referrals were for isolated and lonely individuals.
- A very successful funding fair was held in October, with over 100 attendees. Six grant givers/funders gave presentations and many more provided information and advice. This will now become an annual event.
- We successfully launched the Compact mini guidelines at a partnership event for local voluntary and community organisations, hosted by the Chairman of the District Council.
- Our training programme is now working along RARPA guidelines. A total of 11 courses have been attended by 129 delegates over the year and some of the courses have included topics on Lone Working, Time Management and Assertiveness and Counselling.
- Following a successful bid for funding from the Joint Action Group, the 'it' anti criminal damage campaign has been developed by our PRIME Co-ordinator in Partnership with Hampshire Constabulary and has been delivered to year 6 pupils across the New Forest. A poster competition was judged and the winner presented with a bicycle, in July 2009.
- We are committed to the capacity building of identified communities through direct community development activity, participating and providing representation at topic specific meeting groups such Community Safety, Public Health, Children & Young People, Older People and Lifelong Learning. We chair or attend approximately 26 strategic forums across the New Forest. At these we are an independent voice to provide representation for the needs of the voluntary sector, providing input where appropriate as well as being a conduit for information and views between the sectors.

'Thank you both so much for your support - it is such a help to have someone explain things clearly!'

'Very many thanks....very useful information, will help us enormously.'

Voluntary & Community Services *continued*



Stephanie Bennet
PRIME Co-ordinator

Future Plans

- As a key member of the Diversity Network we worked in partnership with New Forest District Council, Hampshire County Council and Forest Bus to host the first New Forest Mela - a day celebrating the cultural diversity of the District.
- Following the successful pilot of Innovations in Totton, we are hoping to expand the Innovations service to include three new areas covering the district. Innovations works with older people who are becoming more vulnerable with the aim of reintegrating them within their communities to boost their well-being, slow their growing vulnerability, and reduce their need for expensive and distressing emergency interventions.
- We will continue to work with Learning4Counties to deliver training courses to the sector, focusing on Finance & Funding, Strategy & Systems, Customer, Communication & Collaboration and People & Performance.
- We will continue to facilitate and host 2 Voluntary Sector Forums a year, focusing on current issues of interest to the sector.



Jan Barratt
Innovations Co-ordinator

*'A sincere thank you for coming along to our area meeting, talks were much appreciated.
Also thanks for your input yesterday, all looks really promising.'*

Jackie Hartless
Community Development Manager

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Volunteer Centre

Introduction

The Volunteer Centre aims to improve the quality of life for the people in the New Forest by offering opportunities to use and enhance their skills in volunteering, training and personal development.

We promote the benefits of volunteering by attending events, producing media articles and working with hard-to-reach groups such as people who are unemployed or have mental health issues.

The volunteer centre provides a comprehensive information and advice service about volunteering and basic volunteering issues. We encourage diversity and inclusion in all aspects of volunteering, making a difference to the health and well being for all concerned. We are happy to deliver training or give talks to groups or on an individual basis.

One of our principle roles is operating a brokerage between prospective volunteers and groups with appropriate voluntary opportunities. We aim to promote the awareness of local volunteering and community activity and support organisations to develop best practice.



Hazel Dyson
Volunteer Centre
Co-ordinator

Achievements and Performance

- Over the year we interviewed 147 prospective volunteers and placed 62 with local organisations and agencies.
- Since January we have been working in partnership with Solent Youth Action to promote volunteering for young people and develop specific opportunities. We believe this is a good opportunity to engage young volunteers in the New Forest.
- Once again we celebrated the amazing work that takes place in the New Forest by volunteers. Representatives from voluntary and community organisations along with their volunteers attended a recognition event at Hoburne Bashley where they were presented with certificates acknowledging the valuable contribution that volunteers make to our community. Organisations attending ranged from a conservation group to one specialising in care for the visually impaired, showing the range of opportunities available.
- We developed a Volunteer Co-ordinators' forum to support people who have responsibility for volunteers. It is an opportunity to disseminate information and provide informal training on good practice. It has proved to be a platform for people to share and resolve current issues.
- We have successfully piloted outreach work in 4 venues across the forest, and will continue to hold drop in sessions for people to access volunteering opportunities in their local community.

Volunteer Centre *continued*

Feedback from volunteer groups and volunteers

'The chance to meet others who work with volunteers was invaluable.'

'Thank you for finding me a volunteering post. I have now gained experience and it has helped me get a job after trying for ages.'

Our Future Plans

- We will continue to work with Solent Youth Action to develop and encourage youth volunteering in the New Forest.
- We will be working in partnership with the Department of Work & Pensions on the 'volunteering option' for people over 25 and unemployed for 6 to 12 months. To assist this, we will be encouraging LSP partners to develop volunteering roles within a work based environment, giving individuals the opportunity to gain skills and confidence which may aid them back into paid work.
- We will be working with the Health and Wellbeing Board and the Hampshire Volunteer Centre Network to develop and pilot a prescriptive volunteering initiative.
- We will be holding 2 road show events to promote local opportunities and to inspire people to become involved in community based organisations.

'Thank you for an informative course. It was very thought provoking with a good cross section of key issues addressed.'

Hazel Dyson

Volunteer Centre Co-ordinator

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Home Improvement Agencies

Introduction

The Home Improvement Agencies are non-profit organisations that support older people, people with a disability and people on low incomes, to maintain independence in their own homes. Our principle aim is to help people arrange and fund repairs, improvements, or adaptations to their homes to make them safer, more secure, more energy efficient and generally more appropriate for their needs.

Work continues on the Hampshire County Council (Supporting People) contract in alliance with In Touch (part of Hyde Housing). Community First manages Home Improvement Agencies in the New Forest and Test Valley Districts along with a Handyperson service in the New Forest District which aims to carry out a wide range of minor works at low cost and in a professional and supportive manner.

Achievements and Performance

New Forest Home Improvement Agency

- We have supported a total of 422 people across the New Forest district. This includes signposting 227 people to contractors and other services such as Occupational Therapists, Hampshire Fire and Rescue, and the government's Warm Front grant scheme.
- We have directly helped 195 people arrange works in their homes. The majority of these have been people who have applied for grants from New Forest District Council, and we supported 158 people applying for Disabled Facilities Grants. People have been supported in the application process, in selecting contractors, and in ensuring that works are carried out efficiently.
- We have supported 24 people to access alternative funding from charities, trusts, and benevolent organisations. During the year over £4,300 was raised, and particular thanks go to the Act Foundation, Barchester Health Care and Dibden Allotments Charity.
- Our Technical Officer has supported 32 people to have complex work carried out. This has included drawing up schemes to provide extensions and internal alterations to properties, obtaining planning permission, selecting contractors, and supervising work. During the year technical support was also given by external surveyors to a further 25 people.
- We have carried out 264 home safety checks in people's homes. These checks have resulted in tripping hazards being removed, smoke detectors being installed, and improved or additional locks and door chains being fitted.
- We have continued to develop links with other organisations and groups, and the excellent relationships with the Housing Improvement Team at New Forest District Council and with Occupational Therapists at Hampshire County Council continue. We have also been able to build upon our alliance with In Touch and share expertise.



Barrie Cheetham
Manager

Barrie Cheetham
Home Improvement Services Manager

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Home Improvement Agencies *continued*



John Best
Technical Officer



Judy McPhee
Caseworker, Test Valley

Some examples of feedback from clients:

'Having hot water again has made a huge improvement to my life....I was most impressed by the friendly and professional way in which the process was handled.'

'Having the shower room converted has made the quality of life so much better for my husband.'

'The person who did all the paper work was very good, not only in getting everything sorted so that my daughter was safe in the shower, but also on my behalf getting me a grant....My thanks go to Lorraine'.

'I was very pleased and thankful for the advice given at a very stressful time. My thanks to Lucy'.

Test Valley Home Improvement Agency

- We have supported a total of 734 people across the Test Valley District. This includes sign-posting 170 people to contractors and other services such as Occupational Therapists, Hampshire Fire and Rescue, and the government's Warm Front grant scheme.
- We have directly helped 328 people arrange works to their homes. The majority of these have been people who have applied for Disabled Facilities Grants (228) and Home Improvement Grants (98) from Test Valley Borough Council.
- We have supported 2 people to access alternative funding from charities, trusts and benevolent organisations. We are especially grateful to the M.S. Society and the Civil Service Benevolent Fund.
- It has not been possible to have an in-house technical officer and we are very grateful for the support and understanding that has been given from the Housing Improvements Section of Test Valley Borough Council. Assistance from the Technical Officer at New Forest HIA has been provided for one client.
- We have carried out 77 safety checks in people's homes, resulting in tripping hazards being removed, smoke detectors being installed, and improved or additional locks and door chains being fitted. 45 of these were referrals from Test Valley Borough Councils Fix-It scheme.
- We assist Test Valley Borough Council in the assessment process for grants and 65 Preliminary Tests of Resources were carried out.
- From June 2008 we began assisting with the administration of the Test Valley Borough Councils Fix-It scheme, a service for elderly and disabled people to get small repairs and adaptations carried out. We have taken 126 telephone requests for work and passed them on to Test Valley's direct labour organisation, and dealt with 112 additional enquiries.
- We have continued to develop partnerships with other organisations, and the excellent relationships with the Housing Improvement Team at Test Valley Borough Council and Occupational Therapists at Hampshire County Council continue.

Home Improvement Agencies *continued*

Some examples of feedback from clients:

'Great service. Reduced my worries and stress. The job was made easy with your support'

'I was overwhelmed with everything. The advice, help and form filling, the speed with which it was done. I am so pleased I cannot express my feelings'

'Thanks for all the help getting the money organised. It has helped me a lot'

'I don't know how I would have got on with the process without Judy McPhee. She was one of the best. Now the work is done, I don't know how I managed before'

Small Repairs Service (Handyperson Scheme)

- The technician has made 540 visits, resulting in 437 jobs being completed. Examples of work carried out include changing tap washers, easing drawers, fixing shelves, repairing door locks, hanging pictures, changing light bulbs and fitting key safes.
- The service has been promoted through literature and talks given to local organisations and groups, but by far the best publicity has been through clients recommending the service to others. The service has gained an excellent reputation for professionalism, reliability and value for money, and is very popular.
- In addition to the work carried out people were referred to other support services, voluntary organisations and health professionals, and signposted to other practical and statutory services.
- Of the 264 home safety checks carried out 152 of these were done by the technician, resulting in the fitting of grab rails, door chains, key safes, and the removal of tripping hazards. Also clients were referred to Hampshire Fire and Rescue for the fitting of smoke alarms.



Lorraine Sait
Caseworker, New Forest

Malcolm Newport
Handyperson Technician

Home Improvement Agencies *continued*



Lucy Persse
Caseworker, New Forest

Some examples of feedback from clients:

'I think your service is excellent - cheerful, innovative, no time wasted - a real help to elderly on their own.'

'Your service is invaluable when on small income. Malcolm....is so helpful....I don't know what I would do or how to cope without your help.'

'I'm over the moon with the help I've been given by your service. I didn't know where to go for help. Thank you for an excellent job done. The standard of work is unbeatable....'

'I am on my own with no-one to help. Malcolm....has carried out all the jobs asked.... and has helped me make this house into a home....'

Future plans

- We will continue to be a key provider of services that support people with independence in their homes, and we will continue to show that we are effective and efficient in delivering value-added services.
- We will continue to build upon our alliance with In Touch, share expertise and resources where possible, and contribute to the provision of handyperson services to other areas of Hampshire.
- We will seek to formulate processes that encourage and enable our service users to be more involved in the operation of the Home Improvement Agencies.
- We will seek to continue to provide Home Improvement Agency Services by successfully tendering for the new contract which will start in 2010.

Jo Belbin
Administrator

Children and Young People Services

Introduction

The main core of our work is to support vulnerable children, young people and their families across the New Forest.

Vulnerable children, young people and families frequently experience concerns around emotional issues brought on by things that concern them or their families such as

- Drugs and alcohol abuse
- Bereavement
- Divorce/separation
- Domestic abuse
- Caring for a parent or sibling
- Behaviour issues
- Effects of poverty

Developing self esteem and self confidence is at the heart of everything we do.

To do this effectively we identify barriers to learning and either attempt to eradicate them or develop coping strategies.

Working in partnership with other relevant agencies is essential to develop 'a team around the child' approach.

Achievements and Performance

Kidz Link

Kidz Link has now completed its fifth very successful year. It continues to support many children and young people and their families in the New Forest. Kidz Link works in children's schools, homes and communities and is a service where they can express their feelings through talking, creative work and play. It delivers emotional and behavioural support and works in 20 schools in the New Forest. Kidz Link operates in areas determined by the indices of deprivation. Kidz Link operates in both primary and secondary schools. We continue to work in partnership with two faith organisations to deliver this programme - Youth and Families Matter, based in Testwood and Families Matter, based in Hythe.



Jean Watkins
Manager



Jane Lockyer
Outreach Officer

Children and Young People Services *continued*



Marie Shotbolt
Young Carers' Co-ordinator

Jigsaw

Jigsaw is currently funded by extended services. School pyramid clusters use part of their extended services funding to commission Community First to manage the programme. It has been operating for 3 years. It manages and delivers learning mentor services to approximately 45 schools working in partnership with those schools who pay for their own learning mentor. Community First manage the service, train the mentors and take on the support and supervision of the mentors. Jigsaw operates within infant, junior, primary and secondary schools across the New Forest. Its role is similar to Kidz Link and was born out of Kidz Link for schools which were not in areas of deprivation but wanted a similar service. A Jigsaw mentor works with individual children or very small groups using a range of strategies. It can provide a single point of access to additional support such as activities in the local community. It gains the respect of the young person, his/her family, the school and other agencies and is a source of encouragement and motivation. Parents are invited to talk with the Jigsaw mentors informally through coffee drop-ins and to meet other parents.

Young Carers

In the last annual report I mentioned that plans were underway to develop a Young Carer Service for the Forest. I am pleased to report that Community First won the tender to operate that service from August of last year. Since the project started we have worked at raising the awareness of Young Carers in the New Forest through a series of workshops, training sessions, drop-ins and meetings. We have so far identified approximately 30 young carers with more than 20 of them currently assessed and signed up to the project. Our monthly steering group comprising members of the locality team, youth services, connexions and local voluntary sector groups amongst others are adding to these referrals via their own work and we expect this figure to double within the next 6 months.

Our plans to pilot new ways of supporting Young Carers are now well under way. We are putting together small phone-based groups of Young Carers who fit similar profiles so that we can deliver targeted support and advice to them. This also means that they have more in common with each other and feel less isolated.

We are consulting several families to develop our family support project. Once we have established what they feel they need and trained volunteers appropriately, we will be piloting the scheme. We aim to roll this out to more young carers and their families across the New Forest.

Finally, we started our activities programme with a partnership event during the May half-term holiday. Around 35 young carers between 9 and 15 took part in everything from street dance and African drumming to nail art and football coaching sessions.

We are delighted that funds have been secured for a further year of this service.

Children and Young People Services *continued*

Parent Support Adviser

Parent Support Adviser (PSA) posts have been made available via Government funding. There are 3 PSA posts within the New Forest with funding coming down via Hampshire County Council.

We are delighted to say that at Community First New Forest we house the Parent Support Adviser for the Arnewood Pyramid of schools. Community First is the only voluntary sector organisation in Hampshire to house a parent support adviser.

The main aim for parent support advisers is to offer early intervention, preventative support, guidance and advice to improve outcomes for children, young people and families within a school context working in partnership with parents, carers and other agencies.

Future Plans

Sustainability of our services is always a high priority for us. We are fortunate that all our services have secured funding for the forthcoming year and we expect our services to continue to be funded for the foreseeable future.

Parenting

We are increasing the support we offer to parents. Plans are underway to develop parent forums. These have come about as a result of other work we do and specific requests from parents. We shortly expect to be facilitating two parent support forums - one for parents of children with autistic spectrum disorders, and another for grandparents who find that they have become parents for the second time around having to take on the full time responsibility for their grandchildren.

Infrastructure support

The Children's agenda is fast moving and it is sometimes difficult for smaller VCS organisations working with children and young people to keep up to speed with new initiatives that may concern them or enhance the provision they offer. Plans are being drawn up to consult regarding further support required by Children and Young People voluntary sector organisations operating in the New Forest and to see how this can be implemented.

There have been many new developments within the children and young people services department during this year. Our reputation and that of Community First is continuing to spread. The work the children and young people team do in the Forest is highly respected which leads to our programmes being over subscribed and being asked to take on new project and services.

I am immensely proud of the work of the children and young people team for their professionalism, positivity and cheerfulness and their determination to make a difference to the lives of children and young people and their families.



Malcolm Diment

Parent Support Adviser

Jean Watkins

Manager

Children and Young
People Services
Tel: 01425 482773
Mob: 07752113341

Community Transport



Wendy Preston
Co-ordinator

Introduction

Our aim is to deliver and extend transport opportunities, working with both individuals and groups to identify and meet the needs of those living and working within the New Forest.

We provide information and advice, as well as being a reference point for transport enquiries. We work with both individuals and groups to find solutions to these problems, from individual mobility difficulties to simple lack of public transport services.

Volunteers

We have a committed and enthusiastic pool of voluntary drivers and passenger assistants who provide an invaluable service. Without these dedicated individuals it would be extremely difficult to maintain our current service levels.

If you are interested in finding out more about volunteering with Community Transport please contact us for information about opportunities and training.

Achievements and Performance

Minibus Hire

Members of CFNF may hire our minibuses, subject to availability and MiDAS training. We currently have 16 groups who use our buses for regular bookings and many more who hire them for 'one off' occasions. We also act as brokers and can put groups in touch with organisations who own minibuses that are not used all the time - for example school minibuses are hardly used during school holidays.

Midas (Minibus Driver Awareness Scheme)

We have been running monthly training courses throughout the year and have added additional courses as required. During the past year we have trained over 100 drivers, who have then gone on with confidence, to become drivers for their own groups.

Wheels to Work Moped Scheme (W2W)

We were successful with our bid to Hampshire County Council for the continuance and expansion of W2W. We currently have a fleet of 10 mopeds (soon to expand to 36) which we hire out to young people aged from 16 to 25 who do not have access to public or private transport to get them to their job or vocational training. This is a life line for many youngsters, enabling them to accept employment, become independent and to start saving for their own transport. This scheme has enabled many young people to turn their lives around.

'I couldn't have accepted this job without your moped scheme.'

'I can't believe that you provide training for me as well as a helmet, as I couldn't afford it myself.'

Community Transport
Tel. 01425 482773
Email: transport@cfnf.org.uk

Community Transport *continued*

'Now that I have a job, I am saving up to buy a car!'

'I think it is brilliant and am so grateful I had the opportunity to use this scheme. Everyone has been helpful and understanding.'

Call and Go

This very popular service is for anyone whose travel needs are not met by public bus services. We currently employ 4 drivers, in conjunction with our volunteers, to operate a consistent and reliable service. We operate 9 routes across the Forest and Waterside, and hope to expand to more areas in the future. There are currently over 1000 passengers on the database and 373 current users, with an average age of 80 years. 73% of our passengers require mobility aids.

Our drivers pick people up from their homes and take them to a set destination - usually a supermarket or town centre. On return the driver will ensure our clients are returned safely indoors with their shopping. We also offer occasional 'special' trips which are much in demand.

All of our drivers are extremely dedicated and we owe them an enormous 'thank you' for their care and commitment.

'I don't know what I would do without Call and Go as it's the only time I manage to get out - I really look forward to seeing everyone on the bus and having a chat.'

'Call and Go helps me to keep my independence as it's the only way I can get out in my wheelchair. I can take my friend who helps me too which makes all the difference.'

'So very pleased to hear that things will go on the same. It would be hard to better what we already have.'



Pam Mason-Smith
Co-ordinator



Jackie Bedford
Co-ordinator

Community Transport *continued*



Colin Lawson
Co-ordinator



Bryan Matcham
Minibus Driver

A tribute to Debbie Roome

It is with great sadness that we report the death of Debbie Roome, who was our Community Transport Manager at CFNF. Debbie was diagnosed with cancer in April 2007 and continued to work whenever she could throughout her treatment. Debbie joined CFNF in June 2003 and her approach to Community Transport was to be involved with people at the heart of the Community and at every opportunity she would jump at the chance to be hands on - driving the minibus was one of her delights. Debbie was very much a people person and thoroughly enjoyed her work as it made such a difference to people's lives. Throughout her illness passengers, drivers and everyone she had dealings with through organising community transport were always asking for news and sending their good wishes - a testimony to the great respect and esteem everyone had for her.

Future Plans

We are continuously looking to develop our services to provide affordable and accessible transport solutions for the New Forest, utilising available funding opportunities.

In the next year we will actively promote the minibus brokerage to encourage greater use of minibuses across the district, linking needs to provision.

We will continue to develop, promote, and expand the Wheels to Work Scheme with the assistance of our two new co-ordinators.

We will continue to promote MiDAS and will be extending our training programme with the welcome addition of two new assessors.

Home Support Service

Introduction

We aim to provide care to older people who reside in the East of the Forest, Hythe and the Waterside areas. Normally this will either be at the request of Adult Services or directly from the client or their family. Examples of the support we provide include:

- To arrange a package of care that may include assistance with personal care, shopping, companionship and domestic help
- To accompany clients who need to access their GP, dentist or hospital appointments whenever requested
- To arrange to take clients out, when asked, to the beach or the forest or other places of interest
- To always ensure the safety and well being of those people we visit, with the intention of making a difference to their lives and to enhance their feeling of well being
- To regularly review, monitor and evaluate the care we give and to provide the highest quality service possible

Achievements & Performance

Service

- Continued to support our clients with the right level of care thereby enabling them to remain in their own homes
- Prevented many unnecessary hospital admissions by assessing and putting into practice appropriate care
- Increased the support provided, to include light domestic housework, shopping, companionship and escorting clients to hospital and GP appointments etc.
- Extended the hours we deliver care, to later in the evenings to allow family members respite
- Sent out client and carer questionnaires to obtain feedback concerning the quality of the care we provide
- Reviewed, altered and monitored care plans to encompass changes suggested by the questionnaires

Staff

- 21 have achieved NVQ 2 in Care during the year bringing our total with this qualification to 37 with a further 12 working towards their award.

Additional Achievements

We have successfully set up two Clubs to enhance the lives of those that attend and to provide respite for family carers. The Phoenix Club is held at Fenwick2, Lyndhurst with the support of the Friends of the Fenwick, who have found us volunteers and who have funded the members who attend. The Pelican Club is situated at the Calmore Community Centre and this has been made possible by a grant of £4,999 from Hampshire County Council.



Gael Clemett
Manager



Mandy Hutchings
Administrator

Home Support Service *continued*



Julia Bentley
Co-ordinator

Flo Carter, our oldest client celebrated her hundred and fifth birthday. Flo lives alone and copes with many things that those half her age would find challenging. She enjoys the carers visiting her and she loves to go out shopping. Her daughter is always appreciative of the help we are able to give.

Future Plans

- To extend the areas in which we are at present working
- To encourage more carers to undertake NVQ 3
- To assist carers who wish to specialise in eg. end of life care to gain this competency through accessing training
- To set up a network of carers who act as mentors for new staff members both in the working environment and also to see them through their NVQ courses

Comments from our Clients and their Families:

- A client's son thanked us for the extreme kindness that we had shown his father during the time we cared for him especially when he developed the later stages of dementia.
- The partner of another client rang to say that he never failed to be amazed at our ability to conjure up extra sitting care at the drop of a hat!
- A Phoenix club member asks me weekly if we have enough people going to ensure the club stays open. "I look forward to coming all the week and would be devastated if it were to close, it has such a lovely warm atmosphere and we have all become friends".

Comments from Carers and Sitters:

'I would like to thank you for all the support that you have given me since joining your company.'

'Having decided to leave Community First last month I have had a re-think and wonder if it would be possible to return as I don't think I would be happy doing anything else!'

'Thanks for being there for me. I have been going through a bad patch and you have always made me laugh and feel all the better for calling in.'

Gael Clemett
Manager

Tel. 023 8066 7080

email.

homesupportmanager@cfnf.org.uk

Nightstop

The only emergency accommodation service for homeless young people in the New Forest District.

Introduction

- Nightstop helps prevent rough sleeping by giving homeless young people aged 16 - 24 free emergency accommodation of 1 - 5 nights (or more if necessary) in the homes of approved volunteers in the New Forest.
- It allows homeless young people a short breathing space to consider their options in their own time, in their own area and to get further advice on housing, employment, education and health.
- Trained volunteer host households provide safe, secure, supportive overnight accommodation.
- A transport service of volunteer drivers is also provided to help young people get to their accommodation.
- A new team of support volunteers has been set up to give practical advice and help during the day to young people staying with Nightstop.
- Young people are referred via local agencies including Social Services, Connexions, NFDC Housing Needs, It's Your Choice, Job Centres, Youth Service, Youth Offending Team, Citizens Advice Bureau, Colleges and Schools.

Nightstop is part of a multi-agency approach to youth homelessness and is a vital tool to other local advice agencies. Nightstop is not a permanent solution to youth homelessness but is temporary emergency accommodation when needed at the point of crisis. We support young people through the Supported Housing Panel run by New Forest District Council where those with the highest needs are allocated appropriate accommodation if available. There is a shortage of suitable accommodation for this age group, and some young people return home if appropriate, following mediation. Our Nightstop support volunteers give practical advice and help to young people who are not successful through the Housing Panel, and their only option is to find accommodation in the private rented sector with a possible deposit from the Open Doors scheme.

Comments from young people

'Nightstop helped me by keeping me off the streets. It's a great service and thanks for the help'.

'Nightstop helped me to acquire permanent accommodation without being on the streets'.

Sue Roberts

Nightstop Co-ordinator
Email: nightstop@cfnf.org.uk

Jude Todd

Support Worker
Email:
nightstopsupport@cfnf.org.uk

Tel. 01425 478391

Nightstop *continued*



Sue Roberts
Nightstop Co-ordinator

Achievements and Performance

- Nightstop has fulfilled its required outcomes for its main funder, the Big Lottery, although the current economic climate has impacted on the outcomes for young people moving into employment and training this year.
- Nightstop was successful in receiving funding to form a Crises Fund from the New Forest District Council's Cabinet for Good Causes.
- Nightstop continues to maintain its team of hosts, drivers and support volunteers - a total of 31 volunteers with new enquiries from interested members of the community.
- Nightstop supports volunteers starting their new role enabling young people to move on successfully from Nightstop.
- During 2008/09 Nightstop supported 21 young people and provided a total of 274 bednights.

Future Plans

Over the coming year, Nightstop aims to:

- Improve the marketing and promotion of Nightstop to young people through a homelessness awareness campaign directed at advice agencies, schools and colleges.
- Produce a new leaflet in-house aimed at increasing young people's knowledge of Nightstop to improve their take-up of the service.
- Distribute essential packs to all hosts, including basic clothing and toiletries for young people.
- Continue to contact young people following their stay with Nightstop to record feedback from their experience of the service and to make any improvements.
- Continue to provide on-going training sessions for existing and new volunteers.



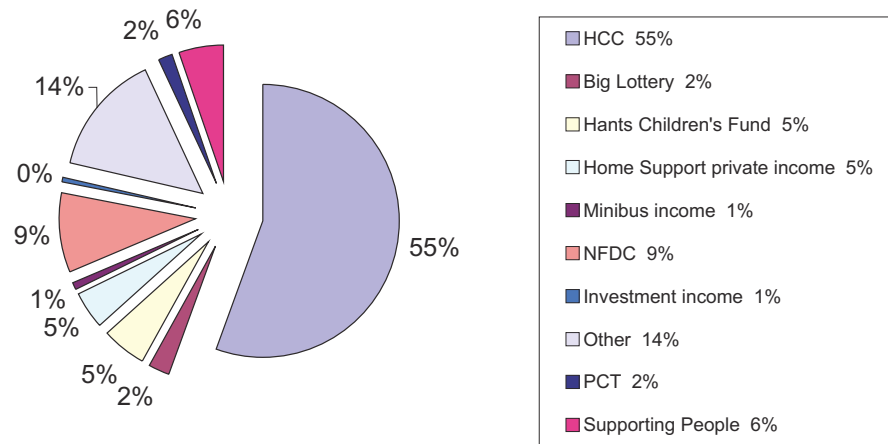
Jude Todd
Support Worker

Comments from young people

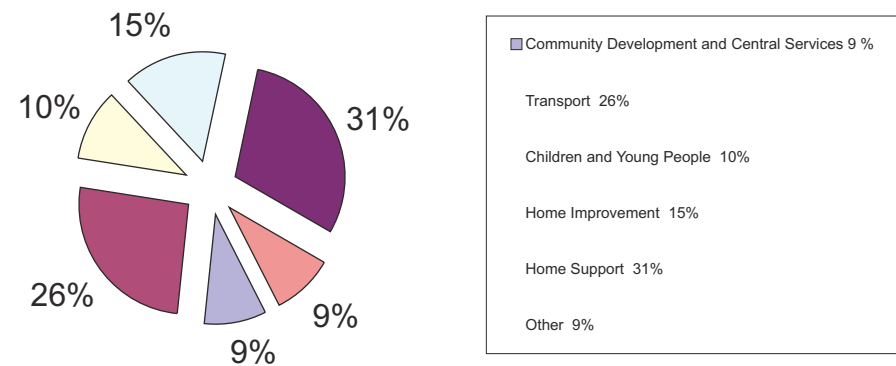
'My hostess and her family have been really great and helpful and caring and I am really grateful. Thank you so much Nightstop for everything you have done for me. I shall be forever grateful.'

Financial Summary 2008/09

Income for 2008/9



Expenditure for 2008/9



These financial highlights show the breakdown of income by funding source and the expenditure by project. Community First New Forest income for the year ended 31 March 2009 totalled £1,617,045 and net assets stood at £1,080,858 at that date.

Copies of the full audited financial statements can be obtained from:
 The Finance Office
 Community First New Forest
 Public Offices
 65 Christchurch Road
 Ringwood
 Hampshire
 BH24 1DH

Community First New Forest

President

The Chairman of the New Forest District Council
Cllr. Leslie Puttock

Board of Trustees

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Dr. Ian Mason-Smith
Nigel Clarke (from 25/11/08)

Vice Chairman

Mr. Nigel Clarke
Mrs Stephanie Stokes (from 25/11/08)

Mr. John Clarke MBE - Chairman - Finance Committee
Mr Leonard Dickson
Mr Sylvester Richardson (deceased 24/03/09)
Mrs. Margaret Hitch
Mr David Eley (from 13/05/08)
Mr Paul Kirkland (from 13/05/08)
Mr. Derek Gurney
Ms Annie Righton - NFDC Representative

Chief Executive

Michael Clowes

Staff

Administration

Jacqui Pitcher - Administrator

Finance

Lorraine Chastey - Manager
Megan Norris - Finance Assistant

Community Development

Jackie Hartless - Manager
Debbie Grace - Community Development Worker

Volunteer Centre

Hazel Dyson - Co-ordinator

Home Improvement Services

Barrie Cheetham - Manager
John Best - Technical Officer
Lucy Persse - Caseworker
Judy McPhee - Test Valley HIA
Lorraine Sait - Caseworker
Jo Belbin - Administrator
Malcolm Newport - Handyman Technician

Community Transport

Debbie Roome - Manager (left 30 /06/08)
Tim Gurr - Manager (from 23/09/08 left 02/02/09)
Wendy Preston - Transport Co-ordinator
Pam Mason-Smith - Transport Co-ordinator
Jackie Bedford (left 12/01/09) - Transport Co-ordinator
Colin Lawson - Minibus Driver
David Cowling - Minibus Driver
Bryan Matcham - Minibus Driver
Mick Allen - Minibus Driver
Eddie Haffenden - Minibus Driver (from 03/09/08)
Naomi Lelliot (from 12/01/09)

Children and Young People Services

Jean Watkins - Manager
Jane Lockyer - Outreach Worker
Catherine Gadsby
Marie Shotbolt - Young Carers' Co-ordinator
Malcolm Diment - Parent Support Advisor (from 01/02/09)

Nightstop

Sue Roberts - Co-ordinator
Jude Todd - Support Worker

PRIME Development

Stephanie Bell - Co-ordinator

Innovations

Jan Barratt - Co-ordinator

Community First New Forest *continued*

Home Support Services

Gael Clemett - Manager

Mandy Hutchings - Office Administrator

Elaine Fowler - Co-ordinator (from 14/08/08)

Julia Bentley - Co-ordinator (left 30/10/08)

Linda Collis - Co-ordinator (from 14/05/08)

Sitters and Carers

Jennifer Adams

Tina Armitage

Anna Ashley

Susan Austin

Debbie Barker

Carol Barnard

Jenny Bennett-Bound

Margaret Betambeau

Claire Birks

Jean Brier

Lou Brown

Lorraine Bubb

Cathryn Buxton

Pamela Cahill

Erin Callison

Jeanette Cavill

Robin Chainey

Nick Clark

Christine Crawshaw

Claire Davies

Clare Davis

Heather Davis

Carla-Marie de Oliveria

Eileen England

Kim Evans

Lyn Eyles

Debbie Felstead

June Flux

Roger Flux

Joyce Foot

Maureen Fylan

Sunita Gandhi

Rachel Grant

Lisa Hargreaves

Susan Harris

Vicky Harris

Rosa-Maria Haley

Valerie Hayter

Janet Hayward

Daphne Henry

Susan Hewett

Mary James

Baebara Jarzab

Emma Kinchington

Sharon King

Sheila Lacey

Dee Langmead

Susie Lawrence

Audrey Longcroft

Jennifer McAusland

Gemma McCaffrey Thomson

Claire McIntyre

Susan Morris

Janet Mullaney

Ann Mumford

Lorraine Mundy

Patricia Owers

Donna-Marie Paynter

Jane Paynter

Melanie-Jayne Peaty

Brenda Peck

Elvine Postlethwaite

Janette Reedman

Brenda Reynolds

Suzanne Riley

Emma Roberts

Kerry Robinson

Karen Rutherford

Carol Saxby

Pam Scott-Barry

Anne Sherlock

Melissa - Jayne Smith

Sarah Soffe

Sarah Spoard

Caroline Stains

Cheryl Steward

Sharon Street

Brenda Summers

Sylvia Summers

Marie Turton

Virginia Twydell

Susan Wateridge

Marian Welton

Carol Whealey

Denise Whitcher

Heidi Whitlock

Sharon Wicks

Auditor/Accountant

Mr. Chris Goodhead - Knight Goodhead

Bankers

Barclays

We acknowledge the support of:

Big Lottery Fund

Capacity Builders

Connexions

Hampshire Children's Fund

Hampshire County Council

Help The Aged

New Forest District Council

NHS Hampshire

NCVCCO

Test Valley Borough Council

Town and Parish Councils

Our members

Community First New Forest is a charity and a registered company limited by guarantee

Charity number: 1068964

Company number: 3483827

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