

# Community First New Forest

## Annual Review 2011-2012



## President's Report



I feel honoured as Chairman of the New Forest District Council to hold the post of President of Community First New Forest. I know the value of the work carried out by the charity and this is my opportunity to thank all the volunteers and dedicated staff for their continuing efforts in supporting Community First New Forest. The District Council has a long and good working partnership with the charity to serve the residents of the New Forest.

Many of you give your time freely to help and assist those in our society who are in less fortunate circumstances. Others provide the structure to coordinate and organise those resources that are needed to provide that help. The rewards are often not financial but more importantly you gain that personal satisfaction of knowing that you have helped to make a difference. There is no doubt you all do make a difference.

Community First New Forest continues to progress despite the difficult financial times we now live in. With the existing strong leadership and management the organisation has the potential to maintain its success into the future. I would like to thank the Chief Executive Michael Clowes and his team for all their hard work over the past year and to wish them further success over the coming year.

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

**Cllr Mrs McEvoy**  
President

## Chair's Report

In ancient times (BC) Pliny the Elder said "In these matters the only certainty is that nothing is certain". I would alter his proverb for the 21st Century (AD) to read "in these times the only certainty is that nothing is certain."

Community First New Forest is living with uncertainty. This uncertainty lies in our income stability and our ability to continue our client services as stakeholder contracts end and new ones are not necessarily ours for the asking. Like the ubiquitous 'lab rat' we are negotiating our way through the maze of public spending cuts and finding new ways of working and engaging with stakeholders and others. That we can do this is down to the fantastic efforts of both staff and trustees who have shown much backbone and loyalty that for some has been in the face of not insignificant personal challenges.

I pay tribute to our Chief Officer, Michael Clowes for his tenacity and leadership. I have special thanks also for our Finance Manager, Lorraine Chastey, who has kept our finances on track. I have been particularly impressed by the way Jude Todd, our Nightstop Co-ordinator, has gone out to seek new funding for a vital service for young people in the New Forest. A successful alliance with the Insurance Company Deacon to seek matched funding has been forged, which is a first for her service and for our charity.

Throughout the year trustees have supported the charity's operations and staff. David Eley has supported Jude Todd above and beyond the call of duty and many of the Nightstop gains began at his

door. Our Treasurer, Derek Gurney, has supported Lorraine Chastey and enabled us to develop a very successful relationship with our new auditors. Paul Kirkland has chaired the new TASC group (The Analysis and Strategy Committee) with vigour and helped Community First New Forest to face strategically some of its longer term challenges.

Strategic examination of our business needs and planning has been supported by our 'Pilotlighters'. Pilotlight is a charity which matches the pro bono expertise of business leaders in the private sector with ambitious charities to help them 'grow and meet more clients.' We are confident that this alliance will bear fruit in 2012/13 onwards. (Those interested should go to [www.pilotlight.org.uk](http://www.pilotlight.org.uk) for more information.)

Thus in 2012/13 sustainable development is what we seek. With the steps we are taking I am confident that we shall face the future with equanimity - even when the chips appear to be down for the whole sector. It is vital that our clients continue to be served by us and that our expertise and infrastructure be maintained for that purpose. As Henry Ford said "Obstacles are those frightful things you see when you take your eyes off your goal!" We are not taking our eyes off any goals; we have "all eyes" on current goals, while anticipating - and formulating - new ones and looking forward to the future with vision and purpose!

**Stephanie Stokes**  
Chair

# Chief Executive's Report

## Introduction

Community First New Forest (CFNF) has a real passion and purpose in making a difference towards improving quality of life. This Annual Report helps to demonstrate and evidence this passion and the extent of all our work. The staff, volunteers and trustees have all contributed to our work and aims. It is this team based approach that helps us to be effective in achieving and delivering our charitable aims.

Alongside our achievements are the challenges that are happening and those that lie ahead. I know that Community First New Forest is a strong and vibrant charity and that we will be taking a positive approach to how we can best meet those challenges. As our Chair has commented, we will be working with another charity, Pilotlight, who will be helping us to review our work, our strategic direction and to set out a new Business Plan that will take us forward.

In our role as a support organisation CFNF has provided a range of services that has helped local voluntary and community groups with their needs and challenges. A key area of support has been funding advice and information on funding opportunities. This is a reflection of the ongoing challenges of a harsh economic climate. We have also seen an increase in the number of volunteering enquiries, which is a positive development, where local groups are gaining more support.

During this year CFNF has also been engaging with our public sector partners to encourage a strategic and needs-led approach to commissioning or change in service provision. Underpinning this is the need to be aware of the impact of any change in funding and the consequences to vulnerable client groups.

The support that we receive to our work is ever more critical and we are grateful to all our volunteers, funders and supporters. This year has been a busy period for all of us and this Annual Report sets out the aims of our services, their achievements and future plans.

## CFNF Achievements and Performance

- We have reached more voluntary and community organisations across the New Forest district and increased our membership, with our current membership being 262 voluntary and community groups.
- We successfully passed the audit of our ISO9001 Quality Mark and remain accredited.
- We have been an active supporter in the delivery of the New Forest Community Strategy and active member of the health, community safety, older people and the children & young people strategic networks.

- We conducted an Annual Survey of our members to help us identify services used, feedback on key areas of quality and to become more aware of the needs of our members and the local voluntary and community sector. We asked members how they rated us overall on key areas for quality.

Examples included:

### Reliability

- 100% rated as good or excellent

### Responsiveness

- 99 % rated as excellent

### Courtesy

- 99% rated as excellent

### Attentive Support

- 99% rated as good or excellent

The services most valued by our members were:

CRB service, mini bus hire, training and funding advice and support.

## Future plans

- We will review our strategy and develop our Business Plan - this will support CFNF to take a planned approach to risk, opportunity and delivering our charitable objectives in the coming years. This process will be supported by Pilotlight.
- Review and update the CFNF website to support accessibility and ease of use.

- We will pursue and maintain relevant Quality Marks that enable and support us to deliver high quality services.
- Develop our approach to the marketing and promotion of our services. We can improve our approach and we are committed to raising awareness of the services we offer and how they can help local people and voluntary and community groups.

On a personal note I feel privileged to lead and support a charity that makes a real difference to the lives of many people. The CFNF team is an amazing group of people made up of volunteers, trustees and employees - who are committed to our aims. We are fortunate to have supporters and funders who have the same commitment and I am grateful for their support. At a time when many of us are experiencing challenges, working together in partnership is evermore vital.

Thank you for all your support.



Michael Clowes  
Chief Executive  
Tel. 01425 482773  
Email. michael.clowes@cnf.org.uk

# Voluntary & Community Services

## Introduction

Our community development team is passionate in its commitment to all communities across the district. By delivering support, information and advice, in a way that is effective, fair, accessible and inclusive, we aim to bring about social change and improve quality of life.

## Achievements and Performance

- Working in partnership with New Forest District Council & National Park we have been able to continue supporting Healthy Walks in the district. **29 new volunteer walk leaders have now successfully completed their training.**
- We continue to chair or attend approximately **27 strategic forums across the New Forest**, demonstrating our commitment to strengthening our communities through direct development activity.
- We supported a total of **119 learners** to increase their knowledge during the year.
- We have supported over 39 groups with information on funding and grants, with a total of **£4,196,820** applied for, and actual income received totalling **£355,510**.

## Future Plans

- We are planning to engage with other hard-to-reach and diverse communities such as teenage mums, working to enable a greater number of individuals to develop and improve the cookery skills for healthy, nutritious and affordable meals.
- We are currently developing our approach to how voluntary and community organisations can access support and how we provide support. We are building on our current delivery and moving towards a stronger model that is based on four tiers, starting with self help and leading to in depth tailored support. Each tier is being developed and reviewed.
- As part of Tier 4 we are finalising a voluntary and community organisations Development Toolkit that will encompass all areas of support, guidance and training.

## Client Feedback

*'Your prompt response to our request was much appreciated and the information you gave us has really helped us make the right decisions, and we are now looking forward to a positive future.'*

*'Thank you very much for your prompt and excellent support in our bid, you will be pleased to hear we were successful! Many thanks again.'*

Jackie Hartless  
Voluntary and Community Services Manager  
Tel. 01425 482773  
Email. [cdmanager@cfnf.org.uk](mailto:cdmanager@cfnf.org.uk)

# Volunteer Centre

## Aim of Service

The volunteer centre actively promotes the benefits of volunteering for the individual and for our communities, to increase the number of volunteer groups and people participating in volunteering. We encourage diversity and inclusion in all aspects of volunteering, making a difference to the health and well being for all concerned.

## Achievements

- This year we had enquiries from 485 people. We have personally interviewed 71 volunteers and placed 85 with local organisations and agencies, of whom 30 disclosed they were unemployed.
- Working with the Job Centre Plus network we actively encourage unemployed people to volunteer, aiding their return to the workplace.
- We held an annual celebration event, recognising the valuable contribution that voluntary, community groups and charities involving volunteers make to our community. We had an amazing response for the event this year acknowledging over 100 people from 25 groups.
- Placing 85 volunteers has provided an economic value to the New Forest community of £139,904.

## Future Plans

- Begin to look at the potential of Employee Supported Volunteering and possible partnership working with key organisations in the New Forest.
- Focus on developing new volunteering opportunities in under represented parts of the New Forest.
- Focus on developing new volunteer related training sessions.

## Client Feedback

*'I want to tell you how much the volunteer has changed since he won the award. He has suddenly become very positive and going out instead of being in doors with the heating on full blast.'*

*'Thank you once again from the bottom of my heart; it was a really lovely afternoon.'*

*'Thanks for all the help you have given me with recruiting!'*

Sarah Suddrey  
Volunteer Centre Co-ordinator  
Tel. 01425 482773  
Email. [vol.bureau@cfnf.org.uk](mailto:vol.bureau@cfnf.org.uk)



## Home Improvement Services

### Introduction

Home Improvement Agencies (HIA) support older people, people with disabilities and people on low incomes to maintain independence in their own homes. The New Forest and Test Valley HIA supports people with arranging and funding repairs, improvements and adaptations so that homes will be more suitable, safe and energy efficient.

### Achievements

#### New Forest and Test Valley Home Improvement Agencies

- Supported 322 people in the New Forest and 394 people in Test Valley.
- 156 people in the New Forest were assisted with improvements, repairs or adaptations to their homes and supported to apply for Disabled Facilities Grants. 151 were assisted in Test Valley.
- 83 people were assisted with level access shower adaptations through a joint pilot, 28 in New Forest and 55 in Test Valley and the average time from start to completion was 8 weeks.

### Small Repair Service

The Small Repair Service (Handyman Service) saw some changes in staff in the first quarter. Both the Handyman and Administrator posts became vacant and the ensuing recruitment process meant that service provision was affected. In Touch provided a Handyman 1 day per week for 2 months which helped to reduce waiting times for clients. The Handyman Service covers New Forest and Test Valley and during the later part of 2011, Test Valley disbanded the Fix-It scheme which provided the opportunity to further develop the service in Test Valley.

### Achievements

- 536 jobs completed in the year; 430 jobs in New Forest and 106 in Test Valley.
- 313 repairs visits were made, 244 in New Forest and 69 in Test Valley. Of the work carried out, jobs such as changing tap washers, changing light bulbs, hanging pictures, repairing and replacing toilet seats and toilet overflows and building flat pack furniture were carried out amongst very many other things.
- 168 home safety checks carried out which includes a basic safety check. Equipment fitted to improve home safety and security such as grab rails, key safes, door chains and locks.
- 374 customer feedback forms have been sent of which 273 have been returned; a return rate of 73%.

### Future Plans

- Complete the Foundations Quality Mark.
- Bid for future Supporting People funding for next 3 year contract.

### Client Feedback

*'The Handyman was polite, friendly and very helpful, he also arrived very promptly.'*

*'I was delighted that the visit was arranged quickly and at a time I could be happy with - it is an excellent service and I am very relieved that you are there!'*

Lucy Buis  
Home Improvement Service Manager  
Tel: 01425 478005  
Email: hia.manager@cfnf.org.uk

## Young Carers Service

### Aim

We provide a range of support services for Young Carers (YC) and their families in the New Forest area.

### Achievements

- Over 120 YCs and their families on our database and receiving a variety of support from ourselves and partners.
- Given over 60 Young Carers access to a respite break or activity allowing them priceless time off from their responsibilities.
- YC training and awareness workshops and school assemblies delivered to over 1500 people this year, raising the profile of Young Carers across the New Forest.

### Future Plans

- Three years of funding from the Big Lottery has been awarded enabling us to employ a project worker and expand the support we can offer, particularly within schools.
- £10,000 of funding has also been received from Hampshire County Council to support our activities and other work.
- Along with our Big Lottery consortium partners, we will be developing a Family Support Volunteers programme so our families can benefit from advice, advocacy and an extra pair of hands when necessary.

### Client Feedback

*'It sounds silly but just little things like being able to sit quietly and watch a TV programme the whole way through is one of the best things for me. It's nice to be able to just have time to myself but have people around who understand.'*

12 year old male YC

*'When I got invited to my first activity I didn't want to go because I was scared that I wasn't going to make any friends but I actually enjoyed myself and Young Carers has helped boost my confidence and it has been great.'*

16 year old female YC

Marie Shotbolt  
Young Carers Coordinator  
Tel. 01425 482773  
Email. marie.shotbolt@cfnf.org.uk



## Parent Support Forums

### Introduction

CFNF has led and supported the development of two parenting forums for:

- Parents of children & young people with autistic spectrum disorders.
- Grandparents as carers who care for their children full time.

We aim to provide support that helps with financial, emotional, practical and social needs by providing advice and information to help them cope better with the situation they are in. Knowledge is power and of great importance and putting them in touch with others who find themselves in a similar situation helps.



### Achievements

- More than 180 parents/grandparents attended our parenting support meetings over the last year aimed at parents of children on the autistic spectrum (111) and another for grandparents with full time care of their grandchildren (70).

- More than 30 new parents contacted us for our ASD support group.
- More than 10 new grandparents contacted us.
- Grandparents 'Carers Day' was a success attracting new grandparents.

### Future Plans

- Change the locations for the grandparents meetings and make it more of a social outing.
- Secure funding to run the forums.

### Client Feedback

*'It's a support group and it does just that, it provides support and advice, very useful. You realise you are not alone as others are in similar situations otherwise it can be very isolating, we just need to keep regular meetings.'*

Parent of 21 yr old with Aspergers

*'To talk to other people in similar situations and realise you are not on your own and help is out there so it's crucial that this type of support continues!'*

Grandparent of 6 yr old

*'Meeting others with varying problems offers moral support with no need to justify yourself.'*

Grandparent of 9 yr old

Carol Malky  
Parent Facilitator  
Tel. 01425 482773  
Email. cypservices@cfnf.org.uk

## Home Support Service

### Introduction

Our aim is to provide a complete package of care to enable us to provide the correct level of personal care or support to meet our clients assessed needs. We are happy to receive referrals directly from clients or their families, from Adult Services or health professionals.

### Achievements & Performance

- Assisted 195 clients, many with increasingly more substantial and critical care needs than before.
- Managed to maintain many frail clients living at home by adding support and companionship to the personal care package.
- Offered overnight and 24 hour care for the respite of carers.
- Provided 7,582 hours of support (companionship, shopping, domestic help).
- Provided 36,909 hours of personal care.
- Private Care/support 716 hours.
- Take a Break and enhanced Take a Break 2,216 hours.



### Future Plans

- Develop further the services we are delivering in the West of the Forest.
- Recruit in line with the expected increase in hours we hope to provide.
- Put in place more specialised training for selected staff to enable us to keep abreast of the increasing complex care packages that we are being presented with.
- Develop a new domestic support service.

### Client Feedback

From the husband of a client who has recently died:

*'We'd like to express our gratitude for all the help you have given which enabled us to keep my wife at home as she wished. The compassion and dignity with which you treated her helped us to keep her at the heart of the family and we will remember it always....'*

Gael Clemett  
Home Support Services Manager  
Tel. 023 8066 7080  
Email. homesupportmanager@cfnf.org.uk

# Community Transport

## Call and Go

### Aims

To provide a door to door accessible transport service for residents of the New Forest who live in areas of isolation or are unable to access public transport due to mobility or health issues.

### Achievements

- We made 8905 passenger trips a 2% increase on last year.
- We now have 874 registered users, a 16% increase on last year.
- 748 wheelchair passenger trips, a 20% increase on last year.

### Future Plans

- To improve the scheduling and route planning to enable more passengers to travel and also to reduce costs.
- To continue to promote the scheme by issuing regular press releases and maintaining contact with local parishes and organisations.
- To seek sponsorship from major commercial organisations that benefit from the patronage of our clients.

### Client Feedback

*'Thank you, I feel that I have got my life back again.'*

*'Now that my husband has stopped driving I didn't know how we would cope, we don't have a bus service round here.'*



## Group Hire

### Aim

To provide an affordable transport solution to the many voluntary groups that operate within the New Forest, enabling their members to attend leisure, social, rehabilitation or other events.

### Achievements

- 399 individual group hires.
- 147 different hiring groups.
- 15 new organisations this year.

### Future Plans

- Increase awareness by more frequent press releases.
- Develop a fundraising plan for vehicle replacement.
- Actively target care homes and churches to increase bookings.

# Community Transport *continued*

## Wheels to Work

### Aims

The W2W scheme provides an essential service to young people across the New Forest, Test Valley, Winchester and East Hampshire regions, enabling them to access both work and training opportunities where suitable public transport is not available.

### Achievements

- 23 riders gained employment.
- 4 riders accessed training opportunities.
- 95% moped utilization.

### Future Plans

- Maximise overall moped utilisation to ensure continued funding.
- Improve operational procedures to reduce costs where possible.

### Client Feedback

*'Having the moped meant I could work all the shifts they wanted me to, as I was at risk of losing my job when I could only work the daytime ones.'*

*'Thank you so much, I wouldn't have been able to take on my job if it wasn't for the scheme.'*

Graham Hartless  
Transport Manager  
Tel. 01425 482773  
Email. transport@cfnf.org.uk



## Nightstop

The only emergency accommodation service for homeless young people in the New Forest district. Nightstop helps prevent rough sleeping and its dangers 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.

### Achievements and Performance

- Nightstop provided 197 bednights to 30 young people throughout 2011/12 meeting the target set by The Big Lottery. Entering our 10th year Nightstop has provided 1728 bednights to 229 young people.
- Out of the 30 that stayed, 69% were in full time education or on training courses. Nightstop has provided the emergency accommodation but even more crucially, continuity and support, enabling the young person to continue their education uninterrupted, during a crisis point in their lives.
- The 22 young people who gave feedback confirmed that they felt safer whilst staying with Nightstop and 97% of young people received a housing interview with the District Council and/or a Housing Association.
- Nightstop currently has a total of 25 volunteers: 7 host households, 10 drivers and 2 support volunteers and 9 Nightstop ambassadors.

### Future Plans

- As our 5 year Big Lottery funding ended in March 2012 and £45K a year needed, Nightstop is exploring the development of new routes of funding and future sustainability to ensure a future for the only emergency accommodation service in the New Forest.
- Nightstop has a target to seek and secure additional corporate partners with corporate social responsibility programs for the purpose of future sustainability of the service in light of restricted funding opportunities available.
- Continue to contact young people following their stay with Nightstop to record feedback from their experience of the service and to make any improvements.

### Client Feedback

*'There are lots of reasons Nightstop helped me. Nightstop made me feel safe, gave me time to reflect on the last few months to pinpoint the wrongs and gave me the confidence to make them right. My hosts gave me all the time in the world if I needed to talk. They supported me in everything I did. Nightstop made me realise that when you are at the lowest of the low you can only go up! It wasn't just a bed for the night; it saved my life. Nightstop has made me feel so lucky!'*

Jude Todd, Nightstop Co-ordinator  
Tel. 01425 478391  
[www.newforestnightstop.org.uk](http://www.newforestnightstop.org.uk)  
[nightstop@cfnf.org.uk](mailto:nightstop@cfnf.org.uk)

## Financial Summary

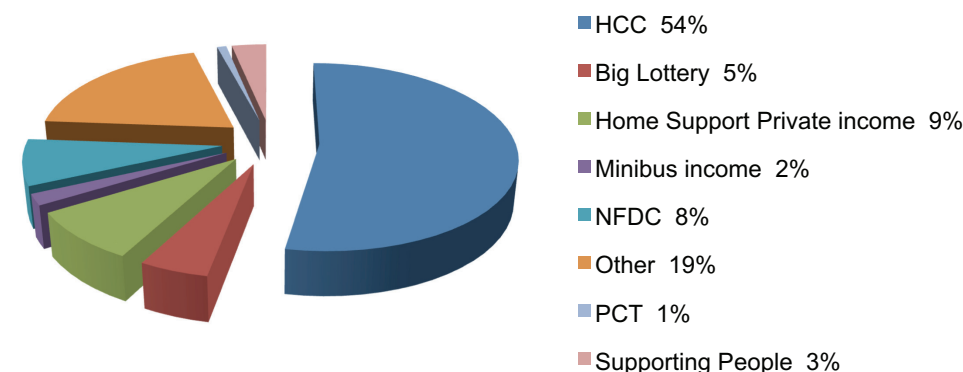
These financial highlights show the breakdown of income by funding source and the expenditure by project.

Community First New Forest income for the year ended 2012 totalled £1,520,611 and Net Assets stood at £1,029,341

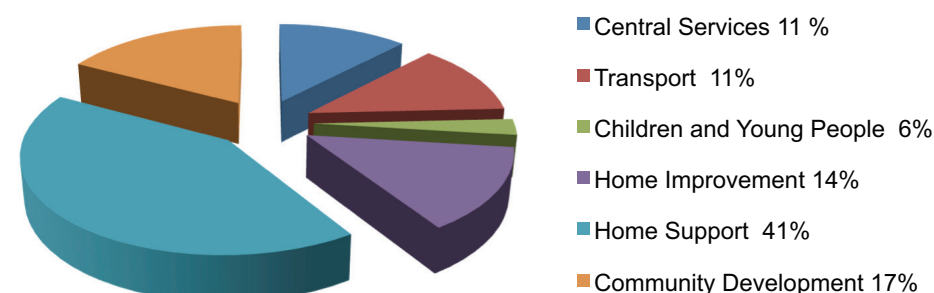
Copies of the full audited financial statements can be obtained from:

The Finance Office,  
Community First New Forest,  
Archstone House,  
Pullman Business Park,  
Pullman Way,  
Ringwood,  
Hants  
BH24 1HD.

### Income for 2011/12



### Expenditure for 2011/12



# Community First New Forest

## 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.

### We acknowledge the support of:

New Forest District Council  
Hampshire County Council  
NHS Hampshire  
Barbon  
Big Lottery Fund  
Deacon Insurance  
Depaul Society  
Hythe and Dibden Allotment Society  
New Forest National Park  
Parent Voice  
Ringwood School  
Supporting People  
Test Valley Borough Council  
Town and Parish Councils  
Waitrose  
Waterside Rotary  
Many donations from individual supporters  
Our members

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

Charity number: 1068964    Company Number: 3483827

#### Registered Offices:

Archstone House, Pullman Business Park, Pullman Way, Ringwood, Hants BH24 1HD  
email: [admin@cfnf.org.uk](mailto:admin@cfnf.org.uk)  
Tel. 01425 482773  
[www.cfnf.org.uk](http://www.cfnf.org.uk)