

Brighton & Hove Neighbourhood Care Scheme in 2010-11

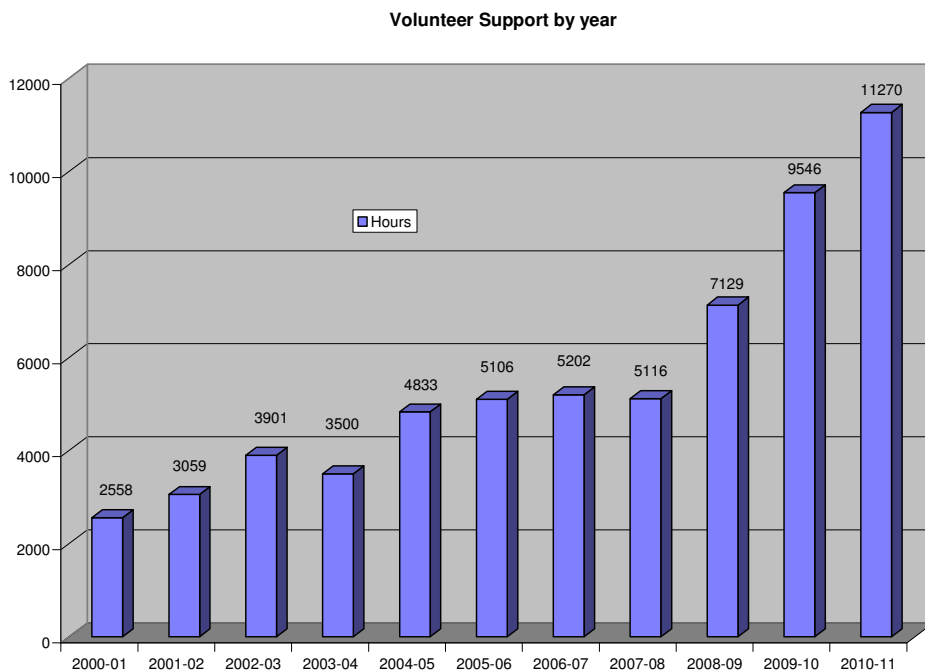
A Year of Surprising Developments

1. Highlights

The Neighbourhood Care Scheme (NCS) is a good neighbour scheme that supports older people, people with physical disabilities, and their carers, by recruiting local volunteers to assist them in a variety of neighbourly ways. Given the poor economic climate, we had planned for a year of consolidation. As it turned out, though, it was another record-breaking year of growth and development. Here are just a few highlights:

- Volunteers helped more people than ever before (257 individuals)
- More volunteers were active than ever before (237 volunteers)
- Volunteers provided more support than ever before (11,270 hours)
- The number of volunteers increased by 19% to 306.
- We started the scheme in a tenth neighbourhood (Whitehawk)
- We began an active collaboration with the City's Health Trainers to equip our volunteers with additional skills in promoting community health and wellbeing
- We were runners-up in the Best Charity/Voluntary Project in the National Lottery Awards.

The chart below shows clearly the trend of continued growth that we managed to sustain this year.





2. Achieving Our Aims

Our aim this year was to consolidate the scheme. We set ourselves the following core outcome targets:

Outcome	Target for 2010-11	Actual Result
People (members) benefiting from volunteer support	215	231
People feeling less depressed	99	121
People feeling more connected to local community	131	139
People more aware of falls risks and other health advice	700	693
Volunteers benefiting from helping neighbours	186	213
Volunteers feeling greater self-esteem	70	76
Neighbourhoods with greater caring capacity	9	10

As can be seen, we reached all our targets with the exception of the number of people who were more aware of falls risks and other health advice (where we achieved 99% of the target).

In addition, we began work with the Health Trainers to develop suitable training for our volunteers in promoting community health and wellbeing. We did not achieve the numbers attending training that we had hoped for. The main reason for this was probably that the main three-day training was too long for our volunteers. This has been addressed in setting our targets for 2011-12.

As one of the largest good neighbour/befriending schemes in the country, it is an important aim of the scheme to be a beacon of good practice in the field. This is year, we raised the profile of befriending nationally by getting through to the finals of the National Lottery Awards, in the Best Charity/Volunteer Project category. We also provided case studies for the Mentoring and Befriending (MBF) report, *Befriending Works: building resilience in local communities*, and the Local Government Association's Best Practice website.

Thanks to a grant from the Department of Health Volunteering Fund, we were able to start the scheme in the Bristol Estate, Manor Farm and Whitehawk.

3. General Activity

Neighbourhoods. The table below shows the activity by neighbourhood:

<i>Neighbourhood</i>	<i>No. of People helped</i>	<i>No. of Volunteers Active</i>	<i>No. of visits</i>	<i>Hours of support</i>	<i>No. of members on books</i>	<i>No. of volunteers on books</i>
Coombe Road	16	8	410	594	29	12
Hangleton & Knoll	26	17	509	858	83	21
Hanover	13	28	282	399	20	35
North Laine	14	7	413	671	34	8
North Portslade	15	13	266	671	53	19
Other	13	31	388	853	31	42
Patcham & Hollingbury	31	30	682	1475	40	35
Poets Corner/Vallance	46	36	935	1695	109	47
Queens Park		26				31
QueensPark Central	4	1	84	193	11	1
Queens Park East	11	7	286	509	35	10
Queens Park West	32	6	948	1926	78	12
Regency	25	20	635	1090	61	26
Whitehawk etc.	10	7	175	251	18	7
Total	256	237	6013	11185	602	306

Highlights in the neighbourhoods included:

In Queens Park, a big publicity push in May 2010 resulted in over 40 enquiries about volunteering. The amount of volunteer support (2622 hours) was up by more than 50% on the previous year. We worked closely with the Lifelines project which promotes volunteering for people aged 50+ and which has a strong presence in Patching Lodge. Queens Park remains the area where demand for our service is highest.

In Whitehawk, Manor Farm and the Bristol estate, we have made good community connections, and in March ran a publicity campaign with leafleting and open days. The figures do not reflect the results of this publicity.

In Patcham & Hollingbury, activity was very buoyant with volunteer support up by 20%. This is the area with the best match between demand for support and the supply of active volunteers.

In Poets Corner/Vallance was another neighbourhood where volunteers support increased by more than 20%. However, we still need to find more volunteers to address demand.

Promoting Community Health and Wellbeing. We worked closely with the city's Health Trainers to develop training for volunteers that will increase their skills in passing on health promotion advice and information to scheme members. We have done the groundwork to create a culture of promoting community health and wellbeing in the scheme. This work should bear fruit in the coming year, for which we have planned a comprehensive training

programme and methods of monitoring the health promotion impact of our volunteers.

4. Equalities.

Scheme members. Of the 67 new scheme members who completed monitoring forms:

20 were male	47 were female	
44 reported having a disability		23 did not have a disability
64 were white	4 were Irish	1 was Pakistani
4 were gay, lesbian or bisexual		62 were heterosexual
20 were aged under 65		27 were aged 85 or older

Volunteers. Of the 87 new volunteers monitored:

21 were male	66 were female	
15 reported having a disability		62 did not have a disability
29 were aged 25-34 years		9 were aged over 65
74 were white	13 were black or other ethnic background	
11 were gay, lesbian or bisexual		76 were heterosexual

These results are broadly in keeping with our annual baseline survey of existing scheme members and volunteers, except that the age profile of newly recruited volunteers is lower than that of existing volunteers. The low percentage of new scheme members from black and minority ethnic groups is notable. In 2011-12, we will contact BME groups to let them know about our work. We have also translated our new leaflet into four minority languages.

5. Funding

Our main funders in 2010-11 were the Government Hardship Fund, Brighton & Hove City Council (Discretionary Grant and Adult Social Care funding), Brighton & Hove Primary Care Trust, the Department of Health Volunteering Fund, the Henry Smith Charity, the Hove & Portslade Aid in Sickness Association and the E&D Dodgson Trust.

Total Income (£)	182,638
Total Expenditure (£)	147,516

Surplus for the year (£)	36,122
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The gross cost per hour of volunteer support was £13.08 (£13.22 in 2009-10).

In October 2010, our funding from the Hardship Fund and the Henry Smith Charity ended, but our funding from the Volunteer Fund started for one year.

6. Staffing

At the end of the year the paid staff team was:
Sean de Podesta, Project Leader (0.8 full time equivalent)
Naomi Lacey, Volunteer Co-ordinator (full time)
Ruth McEnergy-Carter, Volunteer Co-ordinator (0.4 fte)

Assuntina Cardillo-Zallo, Volunteer Co-ordinator (0.6 fte) (from Dec 2010)
 Susan Alderson, Administrator (0.7 fte)
 Several officer volunteers played a vital role in ensuring we kept on top of a heavy administrative workload.

5. Plans for 2011-12 and beyond

Our main planned outcomes for 2011-12 are detailed in the following table.

Outcome	2011-12
Members (On books at year-end)	650
No. receiving direct vol. support	310
No benefitting from vol support	280
No. feeling less depressed	110
No. feeling more connected to community	150
Members more aware of health and falls issues	770
Members reporting health advice (20, 40, 50%)	260
Volunteers (On books at year-end)	330
No. enabled to support their neighbours	270
No. benefitting from volunteering	222
No. feeling greater self-esteem	84
No. of volunteers giving health advice (40%)	222
Neighbourhoods	
No. with greater caring capacity	10
Beacon of Good Practice	
No. of schemes accessing info on NCS	15

In addition, as part of our Promoting Community Health and Wellbeing activity, we plan to train 75 volunteers and to deliver 150 promoting community health and wellbeing interventions with scheme members.

These outcomes are based on maintaining our current staff levels in 2011-12. This we should be able to do – a success in itself in the current climate. We will also be looking closely at how the scheme can continue to develop. We will be working with a consultant from the Volunteering Fund on this. In addition, we will be reviewing and codifying all our procedures in preparation for renewing our Approved Provider Status with the Mentoring and Befriending Foundation in the summer of 2011.

Sean de Podesta, Project Leader, 4 July 2011

