

Impact Report

2017-2018



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unity

PUTTING UNITY IN
THE COMMUNITY

www.unityonline.org.uk



My commitment to Community Services started before I came to work in Hampshire. I was quite shocked to find out that Test Valley did not have one. In fact it was one of only two councils in Hampshire that did not - that was in 1988. I went to see the late Cllr Doris Bunting, the Mayor that year, and with her support a small group of people set about looking at ways of making it happen. It was an uphill struggle but it did happen and here we are 30 years on at the start of another landmark - a new name 'Unity' - putting unity in the community.

For me the second part is the most important because it really says what we are about and the new images show our different departments. Without the staff and volunteers in each area we would have no services and I would like to thank them for their continued hard work.

Nor would we be here without the support of the trustees and the financial support of Test Valley Borough Council and Hampshire County Council and without which we would not be able to have such a positive impact in the community. Here we go again, onward and upward into the next thirty years.

**Dorothy Baverstock,
Chair.**

"Since volunteering at Unity my life has changed completely. I had been volunteering in another organisation where I became disillusioned. At Unity I feel part of a team, they accept me for who I am, and I feel worthwhile in what I am doing. As a bonus because of the other services they offer, I now have accommodation, manage my money and have found through their support, a part time job in an area that suits my qualifications. I am part of a community again".

Sammie Wass

This year has been a real mixture of social enterprise innovation, new projects and partnerships.

We have developed and received funding for projects with various partners who work with veterans, military families, health and fitness as well as leading bids on behalf of Romsey Future and Andover Vision. All this goes to show how important these strategic partnerships are to the benefit of the wider community. Our thanks go to all the organisations who are participating in these new projects and to those currently talking to us about future partnership working.

Finally, we have put in a great deal of effort into the rebrand and thanks must go to the Lloyds Foundation who funded this and to Anton Visual for their design concepts. This is nearly complete and we would like to say a huge thank you for all the ideas, comments and help we have had to get this right throughout the year.

Terry Bishop, Chief Executive



Annual Conference and Volunteering Awards

A lively day with over 30 organisations represented who enjoyed a celebration of Volunteering and working together.

The Mayor, Councillor Carl Borg-Neal and Duncan Tuffrey, Ansvr Insurance who kindly sponsored the Volunteer of the Year and Invisible Here Awards.



Volunteer of the Year: Joyce Baughen from Dukes Café, Andover and District Mencap



Helped groups apply for **£866,255** in funding with a **45%** success rate



Pat Robinson, Knights Enham - receiving the Invisible Hero Award:



We secured £20,000 through the Military Covenant Fund to deliver a project named 'Further up the Street', engaging hard-to-reach young people between the ages of 14 & 25 in partnership with the Army Welfare Services (AWS). Designed to improve and develop young people's life and social skills and supporting them in their search for meaningful employment, education, healthy living, accommodation, and positive relationships.

"Thank you and your staff for all the work that you do in our community."

Hon Alderman Marion Kerley MBE

VOLUNTEERING

"After being unemployed for some time I had started to doubt my abilities. Volunteering at TVCS gave me back my confidence in my skills and experience and because of their support, I've now been offered a full time permanent job." Thank you for everything. **Karen**

859 
volunteering opportunities
on our database.

Placed

142
people into volunteering

32
unemployed people
became volunteers

Launched Romsey Area Aides campaign, to recruit local people as volunteers around Romsey to help neighbours in a crisis, linked to the Romsey Emergency planning group.

Volunteering Conference in May attended by over **30** groups. **NCVO, Hampshire Inclusion and Andover Radio** were all guest speakers.

Responded to

393
enquiries

"Was not sure that volunteering would help me in any way, but was suggested to me by my support worker. Christianne met with me to discuss the way forward and was a little bit apprehensive as I do not work well with lots of people around. She thought that the Ugly Duckling project might be a good start for me. She supported me with application process, and meeting everyone at the project. A year later I found the confidence and the motivation to get a full time job, which I am now doing. Without the start at volunteering I do not think that I would have been able to be commit to working let alone have the motivation. Thank you" **Rob, long term unemployed with learning difficulties. Placed at the Ugly Duckling project for 1 year and is now in full time work.**

Tenancy and Employment Project

Funded by the Supporting Troubled Families grant, we have provided one to one intensive support to families who have been identified as meeting the Supporting Trouble Families criteria. We have dealt with a range of issues from tenancy, debt, unemployment, mental health, drug and alcohol abuse and truancy. In one year this project helped 74 families resulting in 9 people securing employment, 1 Apprenticeship, 8 families saved from eviction and 10 families prevented from homelessness through financial budgeting and repayment.

FINANCE

Unity's Book Keeping Service has been very flexible and accommodating to date, they have dealt with our seasonal book keeping needs well. **Marianne Piggion on behalf of Romdag**

We use Unity for our pre-school payroll and the guidance/advice has been invaluable. I am in a voluntary role and Karen has really helped me understand what I need to do in regards to our staff. Thank you so much for the continued support.
Rebecca Hall-Franke Treasurer Barton Stacey Pre-School

WE ALSO ADMINISTER

14

PENSION SCHEMES

WE HAVE **INCREASED** 5%
OUR PAYROLL CUSTOMERS BY 5%

THIS YEAR WE ARE NOW PROVIDING
PAYROLL SERVICES TO **21** CLIENTS
FOR A TOTAL OF **106** INDIVIDUALS

OUR BOOK KEEPING WORK HAS ALSO INCREASED WITH
ONE PARTICULAR CUSTOMER REQUESTING A FURTHER
5 HOURS PER MONTH

TOTALLING


20
HOURS

FINANCIAL ASSISTANCE
EVERY MONTH.

We unveiled our fourth new bus in three years and said thank you with a bouquet to Mrs. Sheila Green, a volunteer from the Weyhill Seniors Club. Sheila has been running the club for over 50 years!



Mrs Green said "We are all thrilled because over 30 of our members are able to get to our club, members who wouldn't be able to attend otherwise. We are thankful for the service and as for the volunteer drivers.....there is nothing like our drivers!! We can't do without those buses and TVCS." (now known as Unity)

We delivered
8,898
Dial-A-Ride
passenger trips

Provided transport to
146
wheelchair users

We provided
26,754
passenger trips

111
organisations
used our group
hire service

Hillier Court Residents Association quote "Excellent service. Your drivers are a credit to you. Hope to use you again soon" **Jeff Cox**

The Trefoil Guild - The Guide Association quote "We used community transport to St. Cross Hospital, Winchester. We had a lovely afternoon visit & the volunteer driver was very kind and helpful."

Mrs Julia French, Romsey Guild Treasurer.

85

New members to our
Shopmobility Service

VIP 56

People renewed
their membership



Regular Shopmobility customers
Peter and Sandy Chris

How kind and helpful the staff are in Unity Mobility (Shopmobility). I was reluctant to try a scooter; they showed me how to use one and encouraged me to try it out around town. Now I can get out and about and I have more independence.
"Mrs W"

Social Prescription Services in North Baddesley and Andover.

We secured a National Lottery grant to set up a social prescription service in North Baddesley. We were also successful securing funding through Simply Health to deliver a similar service in Andover.

These projects will provide a bridge between the GP surgery and the community organisations delivering activities that contribute to people's health and wellbeing.

NHS Health Check Training – year 2 of the contract to provide competency training to Hampshire County Council's providers of Health Check Training to those at more risk of serious health conditions aged 45 and above.

We launched Cardea Ltd, our flexible not for profit Home Support Service designed to help people remain independent and have freedom of choice. Packages include:

- Social Support
- Correspondence Support
- Personal Support
- Domestic Support
- A Welcome Home package designed to make the transition from hospital to home as smooth as possible
- A Relocation package – to help take the stress out of moving
- Hoarding and Decluttering service for those requiring a bit more help to improve their lives

A lady from Cardea came to see me after I called to ask for some support. I instantly felt complete confidence in her and was impressed with the range of services on offer. She started to work for me the following day. I didn't have to wait, which was great! She helped me to fill in benefits forms which has enabled me to get a weekly cleaner. She also helped sort out years of 'clutter' and organised my home to make life easier for me. Cardea offer many services that are 'not out there' and they recognise that some people need support and not just a care package!
Cardea client Frank

