



unity

PUTTING UNITY IN
THE COMMUNITY



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Andover

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Andover, Hampshire
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Romsey

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Unity ITC Unity_Southern Unity Southern

Registered Charity No 1061655 Registered Company No 3332003

Impact report 2018/19

Letter from the Chair

Unity is a responsive organisation.

We respond not only to the needs of our member organisations but also to the needs of individuals too providing people with the chance to upskills through volunteering (as an example).

We always listen to what you are saying and in the last twelve months have found innovative ways to help. We will continue to do this whilst, in 2019 /20, aiming to hear the needs of residents in the rural areas and who may be isolated especially where the lack of rural transport continues to cause concerns as an example.

None of our many activities could take place without our hard working staff and volunteers.

My fellow trustees support and work hard with strategic planning and TVBC and HCC continue their support. I take this opportunity to thank you all most profusely for all your help and support as we continue to put UNITY in the commUNITY.

Dorothy Baverstock



From the CEO

The political landscape and 'Brexit' has had an effect on the voluntary sector this year. We've seen the demise of services and a push from some agencies for more volunteers to support services. The impact on charities and groups has meant more competition for funding, more people referred to voluntary services and volunteer recruitment becoming harder than ever with people working longer, helping with childminding and even taking on more jobs to help pay the bills. Through it all, the sector remains resilient and continues to do what it does best, being creative and adaptable to meet local needs.

It is still important for the sector to seek ways to bring in sustainable income. Unity is no exception with plans to develop services to benefit groups and vulnerable people.

This will be a year of information on marketing, digital technology and social enterprise, a must for the future of the sector.

Terry Bishop



Unity for the Community

Group Support

We supported groups to apply successfully for **£886,255**

Staff supported and attended **281**

Networks and Forums throughout the year

“Getting my property happened so quickly I did not have time to think... Tenancy support was confusing and made me anxious and I had no control. Christianne from Unity visited once a week and called me at the end of each week. I trusted what she said and her advice was okay too. She didn't push me, only made suggestions and that was a good idea! I was in a bad way and spoke to Christianne on the Friday who offered to get me more support through Inclusion Services. We spoke over the weekend which made me feel better and that there was hope. Without her support I would hate to think where I would be!

5 New groups were helped to start up including Andover 21 - a parent support group for children with Downs Syndrome

188 learners were trained on subjects such as lone working, safeguarding, MIDAS & Social Media.

9 Organisations were given advice on good governance

We secured funding for a new multi-media projector for groups to hire at reduced rates. We now have projectors located in both Andover and Romsey.

Voluntary Sector Conference

The Volunteer's Week Conference was well attended with talks on the roll out of Universal Credit in Andover given by Jackie Sutherland, Department of Work and Pensions, the issue of Scams from Trading Standards and Phil Turner, Test Valley Borough Council, talking about tackling Homelessness.

“I enjoyed the conference you ran recently, and was particularly interested in the last talk by Julie Gallagher of Trading Standards. Given my connection with a lot of unsighted citizens of our borough, I wanted to ask her if she would record a short version of her talk, suitably doctored for them. They are by definition pretty vulnerable as you - and she - would agree. Michael Shellard, Andover Talking Newspaper



Strong Parents - Strong Children

Unity launched the International Strong Parents-Strong Children parents' course in Hampshire. Extensive work was undertaken including translating the programme from German to enable the first courses to start in February 2019. With extensive interest from agencies and parents within the community this has led to other courses being offered in neighbouring locations within Hampshire.

“The course leaders were all brilliant, down to earth and each brought something different. I thoroughly enjoyed the course and looked forward to it every week. I've made some good friends. Parent, Middle Wallop



Link Project

Working hand in glove with the Test Valley Borough Council Housing Team, Unity provides a Link worker who can take referrals, work with people on a one to one basis, help build confidence, signpost to other services. Within the first 6 months, 24 referrals had been made on subjects including budgeting, benefits, debt management, social isolation, mental health and alcohol misuse.

“Thank you for all your hard work over the last year. Your support, understanding and dynamic approach has really made a difference, particularly to the clients I have referred over to you. You have enabled real progress to be made. Alison, Housing Options Team

Unity Volunteering

Sport England Veterans as Volunteers Project 2018/19

Our Veterans as Volunteers in Sport project, reaching ex-military personnel and encouraging them to help struggling sports groups and other activity initiatives

Since the project went live in April 2018:

28

Volunteers Registered

4

volunteers have regularly volunteered for partners Valley Leisure iCan Therapy

32

local volunteering opportunities

were created in Sports associated organisations (coaching/gardening/marshalling/activity buddies/health walk leaders/maintenance/driving)

2

volunteers have attended BARC Marshalling course

We attended Armed Forces Day

“ Fantastic fun and meeting up with new friends with same interests, more than I could have hoped for - makes me feel useful again” Paul P. on Marshalling

“ Working with the veterans as part of the volunteers project has given me some needed structure in my life. Having worked on 2 volunteering projects I am enjoying some comradeship which reminds me of my army days. I still have a long way to go but have new signposting for my PTSD issues through the project and for the first time think that with the projects help I can crack this”. Stuart Crocker

117 unemployed people were placed into volunteering opportunities

KP came to Unity via Department of Work and Pensions work coaches. KP had been unemployed for over a year and had lost confidence. KP had been applying for jobs on a regular basis becoming despondent with the lack of response from her applications, and being rejected on several occasions.

After an informal interview and induction, KP started volunteering with Unity in August 2017.

KP proved to be invaluable to us providing administrative support and attending networks and promotional events. KP gained confidence over the 7/8 months with the organisation and has now been successful in obtaining a full time job that meets her criteria.



749 volunteering opportunities promoted

We hosted a Volunteering Course Level 1 which was attended by 8 volunteers of which 6 are volunteering in various organisations including British Heart Foundation and Andover Allotment project.

182 people registered to volunteer

“ When asked if I would like a trip out of Andover to Romsey on a volunteering day I said yes. Had a brilliant day even though the weather was terrible. Hard work but there was plenty of coffee and a kick around of the football made the day complete. I attended the follow up day, as needed something to get out of bed for. Christianne then pointed me in the direction of Trees United where I volunteer regularly. Sorted! Graham helped with Romsey Football Club clearance

“ Just to let you know that I have had two volunteers come forward as a result of the advert for Festival Secretary. One is going to be secretary and the other has joined the committee. My sincere thanks for all your help - really grateful to you. Liz Wagner, Chairman Romsey Festival 2020

Unity Transport

8,140
Dial-a-Ride
return passenger
trips

56,570
single passenger
trips across all
our services

185
Trips for
wheelchair
users

129
Organisations
hired vehicles
from us

We secured matched funding through Test Valley Borough Council's Community Asset Fund to purchase two 12 seater buses enabling us to reach into rural areas to offer a wider service to the community.

Dial-A-Ride

We have always known Dial-A-Ride is not just about shopping but this just highlights the importance it has to our people's social lives. Without this service they may never have met.

“ Mrs Anderson, called the office to let us know she would not be travelling on the Dial-A-Ride Bus Friday as she was going away for a few days. She advised that she was going with one of the other passengers, Mrs Whittaker. Mrs Anderson met Mrs Whittaker on the Dial-A-Ride bus. They started sitting next to each other and over the weeks got to know each other, developing a firm friendship.

Unity Transport Team



Thruxton Race Circuit 50th Anniversary Weekend

Unity provided circuit rides for the first time over this special celebratory weekend. Volunteer Drivers and staff spent a hot weekend hosting a stand and enjoying the spectacle, in between offering the general public circuit rides on two of their minibuses.

“ Just a quick email to say a big thank you to Unity and all of your lovely drivers for organisation our transport to and from swimming and Portway Infant School this year. Claire, Portway Infant School



Unity Mobility

167
non-members
used our service

3,414
trips were made
using our mobility
equipment

30
people hired
our equipment for
extended periods

76
of those became
new members

We purchased a Colt Scooter,
a Powerchair and 2 new
Wheelchairs this year

Changing Places

After extensive building work during the winter, our mobility equipment was relocated to a self-contained cupboard in the Chantry Centre car park and replaced by a Changing Places toilet facility for people with disabilities requiring additional space. This facility was formally opened by Test Valley Borough Council Leader, Cllr. Phil North in January 2019.



“Your caring ways make all the difference. I hope you know how appreciated you are for everything you do. Thank you. *Lyn Hall*”



Unity Health and Care



During the first year of trading, Cardea Home Support services commenced in style:

2,221

hours of home support for 21 clients, of which 8 are still being provided with regular support across a range of issues

e.g. financial support (benefits claims, debt resolution), isolation, nutritional support (particularly around shopping and improving dietary choices), transport, social interaction such as joining groups and lunch clubs, sorting out Blue Badges and companionship.

2,356

total hoarding & decluttering hours delivered

3

cases of intensive hoarding

18

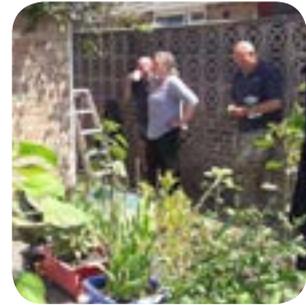
decluttering support clients

“ A lady from Cardea came to see me after I called to ask for some support. She visited the next day and spent nearly 2 hours with me listening and discussing my requirements. We hit it off immediately. 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! Frank

Big Garden Spruce Up

Unity Volunteering attracted sponsorship from Tesco to run a Big Garden Spruce Up event. This activity was supported not only by Simply Health but also by a number of keen volunteers who worked most of the day helping to clear and tidy the garden of a Cardea client, an elderly gentleman who was no longer able to manage the garden for himself.



NHS Health Checks

We delivered competency training to Hampshire County Council's preferred providers of Health Checks for individuals at a higher risk of serious illness such as strokes and heart attacks. This project was run over two years in which time approximately 240 people from 130 pharmacies and surgeries were provided with training across Hampshire. Thanks must go to Ruth Taylor, our experienced clinician who worked tirelessly with us to provide this training.

Social prescribing

We ran a Lottery funded pilot social prescribing project in North Baddesley Surgery with a link worker providing a bridge between patients with social/emotional/practical needs, and services that could support them. As a result, GP's had a significant decrease in patient attendance of 59%. A decrease of 29% in the number of medications issued and a significant decrease of 96% in A&E visits for 12 patients who had a total of 24 A&E attendances before the link worker's intervention.

We are currently running a Simplyhealth funded Social Prescribing service across the GP surgeries in Andover. An ongoing project which is already showing significant results not only for the individual clients but also for health services,

Home Support, Hoarding & Decluttering Services.

“ I am a widower aged 90. My heart/lung combination is poor and even walking about my home is restricted, -'Trudging', not 'Walking'. I was introduced to Cardea by my G.P. It has been a benefit to have only one dedicated member of staff with whom I have formed a firm friendship. All my loving family live 200 miles away.

During the weekly visit, the Cardea lady does whatever light housekeeping is necessary, especially my bedding and carpets. She drives me to the nearby shopping centre and is adept at choosing my preferred groceries. She gives happy chat and is a welcome visitor in a complicated life. JB Berry

Unity Finance

122 Employees provided with payroll services

We recruited a new member of staff, **Caroline Hicks**, to provide additional support for Unity Finance including cash transactions.

Payroll and book keeping services continue to grow and we have provided more information and advice on changes in legislation including minimum wage.

We have increased our resources in the Finance team due to a growth in our other services including Cardea.

Finance services have increased due to a growth in all Unity's activities and services.

“ The payroll team at Unity have always been helpful and engaging, their help at the end of the phone has been so valuable to our Finance Manager in making sure our payroll needs run smoothly. We would definitely recommend the service to others. *Ton Capon, Chief Executive, Basingstoke Voluntary Action*

“ 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*

