

# **Annual Report**

## **2014—2015**



***Serving the local community***

Registered Company Number 7513432

Registered Charity Number 1140728

# **Have you visited our website yet?**

There you can find:

- *Our history and background*
- *How we got to where we are now*
- *Details of the services we offer*
- *Current news*
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- *Previous annual reports*
- *The Sawtry Eye magazine*
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- *Contact details*

**[www.caresco.org.uk](http://www.caresco.org.uk)**

*Our grateful thanks to Webshepherd for all his help in maintaining our website*

**Welcome to our**

# **Annual Report**

**1st April 2014 to 31st March 2015**

For information on anything in this Annual Report,  
please contact

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# Introduction

**Objects:** The charity's objects are specifically restricted to the following: To advance any charitable purposes for the benefit of the community of Sawtry and satellite villages, in the county of Cambridgeshire, and in particular the relief of persons in need within the area of benefit.

To identify welfare needs of individuals and groups in Sawtry and its satellite villages, devising means to meet those needs, with the help of volunteers, and to enlist the backing and co-operation of the statutory services, existing voluntary organisations and any other medium. *(Taken from CARESCO's Articles of Association)*

**Social Aims:** To improve the lives of local people, in particular working on early intervention by supporting those who need additional help, especially older people and their carers, while also offering others an opportunity to focus their energy and effort into the community in a positive manner by volunteering. In addition CARESCO aims to improve the opportunities for community groups to communicate their message in printed form, to offer an opportunity to pass on unwanted items for resale and a means to access transport for those without other options.

**Activities:** This year we have continued to provide care services for the elderly, housebound and socially isolated through our day centres in Sawtry and Alconbury along with a lunch club held in Sawtry. We have also maintained our on-going low-cost community print service, edited the Sawtry village magazine, overseen the local car scheme and managed a weekly café. Our charity shop has successfully completed a second year of trading and the Christmas Day Party its third event. This year's big initiative has been to set up a befriending service aimed at those in the community in need of friendship, a friendship group to enjoy music together and we have also appointed our first member of staff dedicated to support our volunteers.

All our activities are co-ordinated by a small team of paid part-time staff who are supported by a large number of volunteers, without whose time, energy and skills our work would be impossible. We aim to ensure that the sole qualification for volunteer recruitment shall be the suitability to perform the required task.

We welcome day care clients from within our geographical area regardless of background, gender, or faith. The only restriction being our ability to cope with their care needs. The day care activities charge clients a modest fee for attendance to help towards our running costs while ensuring no one is excluded by price.

Our car scheme is available to anyone who has difficulty accessing public transport and our Christmas Day Party is offered to anyone who would otherwise be on their own on the day. The printing service is available to individuals and community groups, while the café, music group and charity shop are open to all who wish to access them.

**Social Impact:** The main focus over the years has been to provide an opportunity for the elderly to get out for a day and to give carers time off, but today also includes other activities as outlined in this report.

In addition, CARESCO also runs trading activities which are social enterprises and any profit made from providing those services are reinvested back into the organisation. These trading activities take the form of:

- Printshop** - A community print shop providing low-cost printing for local community groups
- Sawtry Eye** - A village magazine published six times a year and funded through advertising
- Charity Shop** – Offers an opportunity for recycling unwanted items and buying second-hand at low cost.
- Coffee Shop** – Giving a place to meet weekly and enjoy a cuppa with friends.

All three activities are organised by paid part-time staff who manage a team of volunteers and are Sawtry-based.

For more than thirty years CARESCO has been a social focal point in Sawtry, pulling people together in a common cause from a wide range of backgrounds. Since its inception in 1982, CARESCO has always been reliant on volunteers willing to give up their time to support and help our staff in providing a service to the local community. For many who have become involved with CARESCO, the experience has had a huge impact on their lives, providing care and support for those who need it and a positive occupation for those willing to volunteer.

Our work over the years has involved early intervention for many, often bringing many in as volunteers and keeping them active and socialising for longer than might be otherwise anticipated. Some volunteers can later move across to become direct beneficiaries from our services. For our service users their attendance helps in many cases to keep them in their own homes for longer than would normally be the case and thereby preventing or delaying a need for residential care.

# Chairman's Report

This year we have seen more change within the organisation as we review and refresh our systems and offering to the community in readiness for the welfare and funding changes introduced by national and local government. The Uniting Care Partnership is an NHS partnership between Cambridgeshire and Peterborough NHS Foundation Trust, which provides integrated community and mental health, learning disability and social care services, and the Cambridge University Hospitals NHS Foundation Trust. Working alongside this is the Cambridgeshire County Council initiative, 'Transforming Lives', which aims to provide advice and information and so allow people to live independent lives and connect with their local community. The 'Transforming Lives' initiative is to be delivered through multi agency and partnership working and is based on the 'personal budget' system of funding. Previously CARESCO has been partly funded by CCC via a grant system and for a period of some years we have been in the process of negotiating a provider's contract to enable the switch to personal budget funding. Unfortunately, despite our best efforts, a shortage of staff within CCC has meant that the switch to contract working has stalled and CARESCO continues to receive a grant which has remained static for over a decade. In addition we have received no referrals for our services through the new system.

We have also seen several internal changes in the past twelve months. The Lunch Club has now become the Friendship Club. We have started a new project called Sounds Good (see the report for more details) and, as a great example of partnership working, now host a twice weekly food bank in the CARESCO Centre. The refurbishing of the building continues as funding becomes available with new flooring, high backed chairs and an additional disabled toilet enhancing the facilities on offer this year.

Four Trustees retired at the last AGM and so we say goodbye to Liz Poole, Sarah James, Viv MacGuire and Angela Newell who has been so dedicated and hard working throughout all the organisation's projects. We are now actively recruiting new trustees to replace them.

There have also been staff changes. Lyn Wallis has now retired and has been replaced by Helen Trebes who cooks wonderful meals for the Day Centre members. Susie Rodger provides additional administrative support for our General Manager Liz and Printshop Manager Marina in the office. Emma Byrne was appointed to set up and manage our new Good Neighbours initiative and Miranda Knell has joined the team as Volunteer Manager. This is a new role as we increase our focus on the development of our fantastic team of volunteers. And this year I would like to pay special homage to all of those who commit their time and efforts to enhancing the lives of those in our community. I salute you all and hope that you are rewarded with friendship and a sense of belonging.

Linda Dupée

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# Treasurer's Report

It has been the kind of year that we all like to see. One in which total income exceeded budget and total expenditure came in below budget.

The continued success of the charity shop allowed us to finance new projects and roles within the organisation. Our Good Neighbour project is now alive and kicking and we now enjoy our twice a month Friday group, Sounds Good. We have also funded the set up costs involved in the food bank project. With an increasing reach into the community by CARESCO the role of the General Manager has been reviewed and additional support has been brought into play in the shape of Susie Rodger (Administrator) and Miranda Knell, our Volunteer Manager.

We were successful in our bids for grant funding from Garfield Weston and Buckles solicitors which has been spent on new flooring, a new disabled toilet and minor alterations to the clubroom access. While funding from the Huntingdonshire 10K Charitable Trust has contributed to our new fund for social events for members and volunteers.

One potential area for concern is the profitability of the Printshop. As our second social enterprise we do look for the project to make a small profit to help subsidise the running of our day care projects. Unfortunately, with a rise in the population of our catchment area we are finding the increased costs involved in producing the Sawtry Eye becoming burdensome. However, the project and finance team have developed a recovery plan and we will be monitoring the situation closely.

So, a successful year and one in which we witness a building on the professionalism in the financial management of the organisation. Once again it is a pleasure to thank Kim Davis of Focus Management Services for her continued support. Her commitment is much appreciated.

Ann Daniels

The financial statements are available on request or as a download from our website—details on page 18.

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## Manager's Report

We have had a year of change and growth within CARESCO, thanks mainly to the additional funding that the shop is bringing into the organisation but also to the leadership and encouragement of our trustees, enabling us to both increase the range of services we have on offer and also to strengthen the inner core of the organisation to ensure that the support structure is there to cope with the added pressures. The new activities, Good Neighbours, Sounds Good & the Food Bank are reported on elsewhere, but the new roles for supporting the administrative centre of CARESCO have also been a major development in the story of our charity.

Volunteers have been forever our foundation and our reliance on them is huge, none of our activities, nor the running of the organisation as a whole would work without them. With that in mind, the decision was made by the trustees to recognise their contribution by appointing our first manager with specific responsibility for recruiting, placing, supporting, liaising with and recognising our wonderful volunteers across CARESCO. Miranda joined us in February and has set about with enthusiasm familiarising herself with our setup and team with the long term aim of working towards the Volunteer Centres' Five Star Focus targets for volunteer management.

Over the past few years CARESCO has grown considerably with new activities and an increased team of paid staff. This has inevitably affected the workload in the office for both myself and our Accounts Manager, Marina. In order to relieve the pressure and to improve the efficiency of the office, the trustees decided to create the new role of Administrator, to primarily review office practices and procedures, but also to take specific responsibilities away from myself, such as purchasing and building management as well as covering the reception duties for two mornings a week. Susie joined us in March and has already set about her role with enthusiasm and many people have commented on how quickly she has made an impact on the office.

We have appreciated working with a number of different agencies over the past year and thank them for all their help, support and guidance. To name a few, Care Network and the Carers Trust have been particularly helpful during the process of setting up our new Good Neighbours scheme while the Huntingdonshire Volunteer Centre have been able to offer guidance to our new Volunteer Manager. Members of the three church congregations in Sawtry have enthusiastically joined us to set up the first food bank in the village with support from the team at Godmanchester Foodbank, a service we would all rather was not needed, but experience is sadly proving otherwise. In June we played host again to a team of Y12 students from Sawtry Community College during their Volunteer Week. Finally we must of course thank the wonderful team at Hunts Forum, our local Community Volunteer Service who always know where to find the information we need, if they do not already know it themselves and who provide a steady stream of networking opportunities and very relevant and useful training.

This support works both ways and we are always happy to show visitors from other agencies around the CARESCO Centre and to offer information should they want guidance in setting up similar services elsewhere. We have been delighted to talk to a team from Hunts Volunteer Centre about how we went about setting up and opening our own charity shop and look forward to celebrating with them when their own opens in Huntingdon later in 2015. We have also played host to a workshop organised and led by June of Sawtry Co-op Funerals which looked at the practicalities of what needs to be done when a death occurs.

During the year we have ensured that CARESCO has been represented, along with other village organisations, at Sawtry events including on Remembrance Day when one of our Day Centre members Joyce laid a wreath on our behalf at the war memorial, the traditional annual Feast Parade & Service at the end of May when we were able to march with the CARESCO banner, and the Carnival in June when we had an information stall alongside the one organised by the new food bank team.

As a real first for me, I was delighted to be invited to attend the Burns Lunch in January organised by the Thursday Club team in Alconbury. This was done with all the trimmings, including a piper to play in the haggis, tatties & neeps, followed by toasts to the laddies & lassies. There was a warm welcome for all the guests and the

members had a wonderful time.

On a more serious note, work has begun on producing a detailed emergency plan for the organisation. We all know what to do in case of fire, but what happens once everyone has left the building? Where do we take our service users to keep them safe and warm? Then looking forward, how do we keep our services running if the CARESCO Centre is out of action? This is going to be a major piece of work moving forward and along with the review of our three year business plan, will take a considerable amount of time and energy.

One thing is for sure, nothing stands still at CARESCO. We are fortunate to have a wonderful team of staff, all working part-time, who are fully committed to the organisation and their role within it. Without their support, energy and enthusiasm we would not be able to provide all our services which support so many people within our own community. My unending thanks to everyone for all you do.

Liz Coates

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## Alconbury Thursday Club

**Manager:** Mary Watkin

**Deputy:** Gaynor Foley

**Treasurer:** Nicola Scully

**Cook:** Anne Darvill

**Venue:** Alconbury Sports & Social Club

**When:** 9.30 am - 2.30 pm

**Volunteers:** Lyn Alder, Ann Baker, John Bourne, Anna Bratby, Priscilla Dawson, Sylvia Eaton, Terry Foley, Alasdair Gardner, Jennie Holme, Jean Kendall, Judith Lacey, Laura Mosca, Ros Partis, Monica Pegg, Dawn Pupins, Marjorie Rowlinson, Ted Samuel, Nicola Scully, Derek Smith, Wendy Turner

**Membership:** 28

**Aims:** *A day out for the housebound and socially isolated and a break for those who care for them.*

Alconbury Thursday Club continues to thrive. With an average age of late eighties inevitably we find our members more frail and with more medical issues requiring care on the day. We are lucky to have such a large team of volunteers generously giving of their time and friendship, which is much appreciated by the members.

At the moment a quarter of our members struggle with dementia or communication problems.

We are very lucky with our venue, which as a community space has nothing of the day centre about it – so no high back chairs. We make good use of the premises, which comprise three large rooms. The Bar area is where we spend the morning having tea and coffee as well as the all-important pre-lunch drink. We now use the “Pool Room” to provide table tennis, table football and a jigsaw. All three activities continue to be very popular and fetching the table tennis ball keeps the helpers on their toes. Using both rooms has meant that the members now move around a lot more though exercise sessions continue to be provided by Gaynor each week.

We have installed a hearing loop for the members in the function room, which is where we have lunch and spend the afternoon. This is where we tend to have entertainment.

We arrange a varied programme of activities and trips out. This year we will have two shopping trips plus an outing to Woburn Safari Park and a lunch out to a local restaurant, looking out on to a marina.

Entertainment continues to be varied including a Burns Lunch with piper in full dress kilt during which we were lucky to have our local MP visit us.

We are lucky that we are highly regarded in Alconbury for the quality of our provision and many locals give up their time for us to come and give talks or help in other ways – we will be running a barbecue later this summer, which a local chef will assist in providing.

There is no question that the members themselves continue to ensure that each day is successful. They show

care and compassion for other members. We are immensely lucky to have such a large team of volunteers, which enables us to provide one to one support where required as well as ensuring flexibility throughout the year for outings when more helpers are needed and to cover absences. The volunteers really enjoy the time they spend with the members and it shows in the happy atmosphere when you come into the Club.

It has again been a very successful year – my thanks to everyone who makes it possible.

Mary Watkin

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## Sawtry Day Centre

**Manager:** Vicki Scott  
**Deputy:** Gill Robinson  
**Cook:** Lyn Wallis (retired July 14)  
Helen Trebes (started Nov 14)  
**Venue:** CARESCO Centre  
**When:** Wednesday and Thursday  
10.30am – 2.30pm  
**Volunteers:** Bill Allport, Annette Faff, Wendy Hunt, Rose Johnson, Linda McCloud, Tina McCulloch, Denise Pike, Gill Radcliffe

**Membership:** Wednesday - 15      Thursday - 12

**Aims:** *A day out for the housebound and socially isolated and a break for those who care for them.*

This past year has seen many changes at the Day Centre, Lyn Wallis our cook has retired and her place has been taken by Helen Trebes, our volunteers continue to give their full support and remain much the same with the exception of Gill Radcliffe who joined us at the latter end of last year. Five of our regular members have passed on and we miss them, while four members have gone into retirement homes, so at the moment our numbers are very depleted.

We have recently formed a committee, which includes several of our volunteers, who collectively make decisions on the menu and outings.

Our social fund is very healthy and has been boosted by a very generous amount allocated to us by the trustees which has enabled us to buy equipment to entertain our members. A projector and screen is currently planned for future film shows. We have also had very generous donations from the families of our members who have passed on for which we are grateful.

The Day Centre have been on several trips this year including a trip to Wyvale Garden Centre, Van Hagh Garden Centre and to The Apple Cart restaurant for Christmas lunch. We also have in-house entertainment at least once a month.

Our monthly evening bingo sessions have continued to raise money for the social fund which subsidises the Club's trips and entertainment, thank you to everyone who supports us.

Our thanks as always go to Bill Allport for maintaining our wheelchairs and to John Thomson for leading us in chair exercises, also to Pat Thomson who although is now a member continues to fulfil a partial volunteer role in helping with the bingo and raffle. A big thank you to our drivers Kelvin, Jim and Peter.

We are in the process of relaunching our Club this will include a name change and a new mission statement, also the way we run the Club will aim to be more flexible, allowing our members to come for lunch and go home if they wish. More of that next year.

We always welcome visitors to the Day Centre even if it's just for a cup of tea and a chat with our members.

Vicki Scott & Gill Robinson

# Friendship Club

**Manager:** Lyn Wallis (retired Nov 14)  
Pat Ayres (started Nov 14)

**Deputy:** Pat Ayres (until Nov 14)

**Venue:** CARESCO Centre

**When:** Monday and Tuesday 10.30 am - 1.30 pm

**Membership:** Monday—10 Tuesday—17

**Aims:** *To provide the members with an opportunity to work together preparing and enjoying a meal.*

As a group the Friendship Club (formally known as the Lunch Club) has enjoyed three trips out this last year. In June we visited a garden centre near Cambridge and enjoyed a two course lunch and indulged in some shopping therapy. Our late summer trip out was to The Bridge at Waterbeach a pub right next to the River Ouse a beautiful setting with glorious sunshine all day. For our Christmas lunch we chose the Eaton Oak near Eaton Socon which was enjoyed by all.

On a sad note two of our regular members have died. Bessie Grove and Joe Taylor. Bessie had been a member of the Club since we moved into our present premises. Bessie's family kindly donated her funeral collection to CARESCO. On a more positive note we have had six new members since January.

Our thanks go to Lyn Wallis, previous manager of the club. Lyn retired in November after many years cooking for both Clubs at the CARESCO Centre. Also our thanks to our volunteer driver Jackie Gillis and the Sawtry Car Scheme, especially Tony Black. Their kindness when transporting members is greatly appreciated.

We always have room for more members and we can be flexible on attendance. We also welcome couples. If you feel you don't want to have lunch, then you are welcome to join us for tea or coffee either morning.

Pat Ayres

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# Printshop

**Manager:** Marina Joyce

**Venue:** CARESCO Centre

**When:** Monday—Friday 9am—12 noon

**Aims:** *To provide a low-cost printing service for community groups, eg village magazines, programmes & newsletters.*

We list below our regular printing jobs which include:

Every month	<i>Stilton Scan</i> magazine
Every two months	<i>Sawtry Eye</i> magazine
Every three months	<i>Eye Scan</i> magazine and <i>Brockley Central Old Scholars</i> Newsletter
Annual	<i>Hunts RSPB</i> newsletter, <i>Sawtry Carnival</i> programme, <i>Sawtry Show</i> certificates, <i>Fenstanton Sports</i> programme and <i>Great Stukeley Flower Show</i> schedule

We have roughly 40 volunteers old and new, who are always eager to help with the folding, collating or stapling for two hours in the mornings when needed which includes a coffee break. The Printshop could not run without all their help and everyone is very much appreciated, the more volunteers on the team makes less work for everyone. My thanks also to my volunteer deputy, Donna, who has worked hard to support me over the past year.

We had our annual buffet lunch in December as a thank you for all Printshop volunteers who help throughout the year which was a great success and a good turnout.

There is always a need for more volunteers, please get in touch to find out more.

Marina Joyce

# Sawtry Eye

**Editors:** Liz Coates & Marina Joyce

**Designer:** Donna Green

**Bi-monthly:** February, April, June, August, October & December

**Distribution:** Conington, the Giddings, Glatton, Hamerton, Sawtry, Upton, & Winwick

**Aims:** *To edit, produce and distribute a village magazine paid for by commercial advertising.*

It has been a tough year for the Sawtry Eye with the team trying to strike a balance between the increasing number and length of contributions and the reduced number of commercial adverts being placed in each issue. The accounts team have carried out a complete pricing review during the year and we now have new guidelines in place to help improve the situation.

We are in the privileged position of receiving more news and editorial content than we can manage, thanks to our regular contributors from the community, therefore some tough decisions have to be made for each issue as to what to put in and what to leave out. Other production changes have also been implemented to reduce costs, including making adjustments to layouts to limit the amount of news in each issue. We have also spent the year streamlining the whole process of putting the Eye together which has reduced the time needed and removed duplication of effort. These have proved a challenge to the editorial team as well as to our wonderful graphic designer, Donna, who is doing an amazing job giving the Eye its distinctive look each time, but are hopefully helping us to put together a better publication.

The magazine is produced and distributed as a service to the local community, not necessarily as a commercial enterprise to raise funds for CARESCO, however the Eye does need to at the very least break even, and any profits once all costs have been covered are ploughed back into the organisation to support other services. We are as always grateful to all our advertisers for all their support, without them we could not publish, and the Eye is a very cost effective way of getting a message out to a wider readership, being well-liked and often kept for reference within the home as readers like to support local workmen where possible.

Our distribution area decreased when we lost our deliverer in Hamerton and have been unable to recruit a replacement from the village, however this has been compensated by the building of the new estate off the Gidding Road in Sawtry with the addition of 200 houses over the past couple of years. We are deeply indebted to our wonderful and willing team of deliverers who ensure each issue is pushed through every letterbox within our distribution area, whatever the weather. Without them our work would be futile.

Liz Coates

## **Trustees Wanted**

***Do you have time, skills and knowledge to offer?***

***Would you like to get involved with the work of CARESCO?***

We need new people willing to get involved and help to lead our organisation into the future who share our vision for helping members of our local community.

As a charity, we are run by a board of trustees who have oversight of CARESCO and ensure that we operate in a legal and safe manner, following current guidelines while making strategic decisions as to the way forward.

We need people with experience, skills and knowledge in areas such as: management, business, personnel, fundraising, accountancy, admin and much more including a general willingness to get involved to join the team and make a difference.

If you are interested in helping us to be the best we can be in providing our range of services to the local community, please get in touch with the office.

Contact details on page 3.

# Charity Shop

**Duty Managers:** Isabelle Brown, Hannah Lea, Angela Newell, Gill Robinson & Nicole Thynne

**Venue:** 7 Greenways, Sawtry, PE28 5UR

**When:** Monday—Friday: 9am—4.30pm; Saturday: 9am—12.30pm; Sunday: Closed

**Aims:** *To provide a local low-cost recycling service for the community while raising funds for the wider activities of the charity.*

In 2013 the Trustees took the decision to open a charity shop in Sawtry. This was a completely new venture for everyone involved. We have now completed our second year of trading and the shop's success has continued to surpass all our expectations. The people of Sawtry have been absolutely amazing with not only their donations but by their custom. When we began this venture we had no idea of the social impact the shop would have on the village. Friendships have been made and we have drawn people from outside the village, eg from Peterborough to St Neots and beyond. The shop has become a real hub of the village.

Our sales for year ending April 2015 surpassed all our expectations. We hit the £59K (gross) mark which is truly remarkable and all thanks to our faithful band of volunteers and to all our customers.

We use the Gift Aid scheme whereby persons paying income tax and donating items to us can complete a declaration form and when any of their items are sold we reclaim 25p in every £1. We now have over 500 donors registered and for the preceding 12 months we have totalled over £9000 sales from which we can claim Gift Aid.

Our thanks to Nicole Thynne, our specialist on-line sales manager who has worked tirelessly selling items on Facebook and on the e-bay website. In this financial year we made a profit of £2,263.74 from eBay sales alone. We were sorry to lose Nicole as she and her family emigrated in April this year and they have set up home in Australia. We send Nicole and her family our good wishes for their future down under.

We are reimbursed for rags and have a weekly collection. This has been publicised to enable residents to bring along any clearly labelled rags and bric-a-brac they wish to donate.

We have beautiful themed weekly window displays and internal displays which is extremely important to promote sales and to attract people into the shop thanks to some especially skilled volunteers.

We currently have a large surplus of books and as storage is increasingly difficult, would ask that only small amounts of books be donated at any one time.

One of our volunteers was visiting a charity shop in Peterborough and overheard two ladies chatting. One said "there is a fantastic charity shop at Sawtry, which is definitely worth a visit". What a commendation, we couldn't ask for anything more.

During the past year we began hosting a Bra Bank collection which raises money for the charity Against Breast Cancer (Registered charity number 1121258). Apparently, there is a short supply of available affordable bras in developing countries and they are filling this need by carrying out innovative bra recycling in the UK and helping to make a valuable contribution to third world countries and the environment as well as raising money for breast cancer research. Once collected from our shop, the bras are whisked away to start a new life on the other side of the world. Any bras that are genuinely beyond redemption are dismantled and disposed of properly. Since we started this project we have filled approximately 15 bags. Thanks again to all our customers.

CARESCO has now become involved with the new food bank and our Charity shop is one of six collection points in the Sawtry area. The food bank offers emergency food to local people in crisis and the team are available on Tuesdays and Fridays at the CARESCO Centre – see details on page 15.

A big thank you to all our wonderful band of volunteers who give so freely of their time and sometimes at such short notice and to our customers without whom we wouldn't have had the success we have. We are still looking for additional volunteers, so if you have some spare time and wish to help we would be delighted to hear from you. Our volunteers work in shifts to man the shop over a weekly cycle.

We are very grateful for the support and guidance from Angela Newell as the lead trustee for the shop since the planning stage and wish her well in her retirement.

Please contact either the shop (01487 208026) or the CARESCO Office (01487 832105) for more information.

Isabelle Brown

# Good Neighbours

**Manager:** Emma Byrne

**Venue:** Sawtry & surrounding villages

**When:** Daytime weekdays

**Aims:** *To provide companionship for those in the community who want a chat over a cuppa*

The befriending scheme is aimed at helping those who may be feeling alone, isolated, or just in need of a good natter. Volunteers are recruited and through the application process and subsequent DBS clearance they are matched with suitable people who would like a visitor.

Good Neighbours started in April 2014 and over the past year I have spent much time advertising to recruit a small group of reliable volunteers and people who are in need of a befriender. I have done this through a leaflet campaign, posters, the Sawtry Eye magazine and speaking and working with relevant agencies.

The main problem I have encountered is that although there is a recognised need for our scheme, it is difficult to reach out and find these people as they have the very issue we are trying to help - isolation. However although the scheme is still in its early stages I have been able to identify and help a number of individuals in our community.

An example of this is a local man who is a widow with no family in the area who through regular visits a friendship has been started and I was also able to convince him to attend the CARESCO Christmas Day party.

I have a number of referrals I am working on, a few of these I am finding are coming from carers who feel that the benefits to them and their partners will be of great help. I am in the process of starting up a carers group once a month which I feel will be of great help to the scheme bringing both carers and volunteers and people in need of our scheme together.

My thanks to our wonderful team of Good Neighbours who willingly give of their time and energy to be with those who have come forward to use this new scheme. We look forward to working with you in building up this service in the future.

If you are interested in becoming involved, please get in touch with the office – details on page 3.

Emma Byrne

# Gift Aid

CARESCO is registered for Gift Aid so if you are a UK tax payer you can sign a Gift Aid declaration when making a personal donation and CARESCO will be able to claim back from the government an additional 25p for every £1 given. This includes monies donated through our home collecting boxes as well as any regular giving or one off donations. We can now also claim Gift Aid on donations of goods made to the shop when sold.

All we need you to do is to complete a Gift Aid declaration form once and we will do the rest.

Thank you to everyone who has already signed up to Gift Aid, it makes your donations go even further and helps us to do even more for our local community.

For more information, please contact the office, details on page 3.

*giftaid it*

## Coffee Shop

- Managers:** Marina Joyce & Liz Coates
- Venue:** CARESCO Centre
- When:** Friday 9 — 11.30am (9.45 — 11.30am during holiday periods)
- Volunteers:** Liz Chattell, Mary Creaney, Daphne Bacon, Val Glover, Wendy Hunt, Mary Potter, Margaret Rowley, Maureen Westbrook
- Aims:** *To provide a venue for people to meet up with old friends and to get to know new ones over a cuppa and cake.*

We have been reassured over the past year that the Coffee Shop continues to provide a much appreciated space for people to meet up with friends even without the attraction of the Nearly New shop which closed last year. We have a regular and committed clientele from parents who have just done the school run, to older retired people all of whom come along each week to enjoy a cuppa, cake and time with friends. Thank you to everyone who has supported us throughout the year.

Filling the rota of helpers has become increasingly challenging following the retirement of some of our longer serving volunteers however we have been able to welcome some new faces to the team and appreciate everyone's time and hard work. Our thanks to all our helpers, and to those who also bake the home-made cakes on sale each week, the Coffee Shop could not happen without them.

Fridays have always been a bit different from the rest of the week, however they are often used by members of the public to pop into the office and catch up, or pass on news and ask questions. All are welcome to come along and often new friendships have been formed. Several people have also begun attending then been quickly pulled into other activities during the week and before they know it, they are very much part of the world of CARESCO.

Liz Coates & Marina Joyce

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## Sawtry Car Scheme

- Co-ordinator:** Tony Black
- When:** Daytime weekdays
- Drivers:** Tony Black, Tony Goold, Hilary Kemp, Richard Spencer
- Aims:** *To provide an affordable alternative for anyone who has difficulty using public transport.*

During the past year, the Sawtry Car Scheme has continued to provide what we hope is a useful and valuable service to the residents of Sawtry and the surrounding villages. As a matter of fact, the statistics show that the Scheme has carried out 487 different requests, covering a total of 11349 miles. In the course of those jobs, 180 were trips for a medical purpose, only 84 were for shopping trips, and 223 related to social events. This, I think, highlights what has been not only a comparatively busy year, but also shows that there is still more scope for residents to utilise the service for shopping trips.

In anticipation of the service becoming more frequently used, we have recruited another driver, and that means that the Scheme will be more able to accommodate requests, and to be a little more flexible with regard to timings and to "repeat" bookings.

All in all, a successful year, and we look forward to continued service to the community at large.

Tony Black

If you would like to know more about the car scheme, want to become a passenger, or join us as a volunteer driver, please visit our website or contact the co-ordinator direct on **07810 476979**.

## Sounds Good

**Co-ordinator:** Linda Dupée

**Venue:** CARESCO Centre

**When:** Second & Fourth Fridays 1.30 - 3pm

**Aims:** *To provide a friendship group for those who enjoy all things musical & the spoken word*

During a Christmas Day Party sing song there was comment about how enjoyable it was.

Informal music making within a friendship group can be an uplifting experience and it was generally agreed that it might be nice to repeat the experience on a regular basis.

There was spare meeting capacity at the Centre and, with Board approval, I started further investigations. However, I needed a mentor on this process and asked Pam Tuplin if she was prepared to advise. We met up and I was astonished by the level of consideration she'd given to the idea. With Pam's input it was decided that we would broaden our brief to include 'all things musical and the spoken word'. It was also agreed that the group would be self-directed and that we would bring various 'experts' into our meetings to introduce us to new ideas and experiences. With the emphasis firmly on fun it was also decided that after an hour's fun we would stop for a well-earned break of donated homemade cake, a cuppa and a chat. We felt that a cost of £2 per session would help to meet any expenses and hopefully make a small contribution to CARESCO's overheads.

So far we have enjoyed poetry, storytelling, sing-a-longs on various themes, acapella singing, bell ringing, quizzes, exploring homemade instruments, trying wind instruments, singing along to live jazz, etc. etc. etc. The list goes on and ever popular are the sessions with Pam who teaches us the elements of singing and who has been brave enough to suggest a future session to entertain the Day Centre members.

This is not a particularly large group. We have 20+ members on the register with a regular attendance of around a dozen. However, we are happy to operate at this level and enjoy some of the unexpected benefits. The added value has come in the friendships new and rediscovered as people walk through the door and greet old friends and neighbours. It has also been an unexpected source of CARESCO volunteers with two group members now becoming part of the Good Neighbours scheme.

So, in conclusion I think that our first year of operation has been a success: but I would say that....I love it!

Linda Dupée

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## Food Bank

**Co-ordinator:** Chrissy T

**Venue:** CARESCO Centre

**When:** Tuesdays & Fridays, 3.30 - 6.00pm

**Aims:** *To provide emergency food for local people in crisis by partnership with the Sawtry Churches*

At the latter part of 2014 there was an initial meeting of representatives from CARESCO, St Benedict's Catholic Community, The Methodist, and Anglican Churches to consider setting up a food bank in Sawtry it was agreed unanimously that we should go ahead with the project.

Linda Dupée had mentioned that we were considering setting up a food bank in Sawtry to Godmanchester Foodbank, and they suggested that we should attend their premises and for them to explain how a food bank works. We had a meeting with them and the outcome was for us to work under their umbrella initially for 6 months, and that they would mentor us to which we agreed.

The CARESCO Board agreed that it could be run from CARESCO Centre, and a written agreement was secured with Cambridgeshire County Council that we could use a space in the undeveloped side of the Youth & Community Centre rent free until a new owner/leaseholder was found to take over the responsibility for the building.

Linda Dupée secured a Service Lender's Agreement with the Co-op which would allow a permanent collection in the local shop and a special collection several times each year. The Co-op was also investigating whether they could provide redundant racking to help with the storage. The CARESCO Board also agreed a fund of £300 to assist with start up costs.

Godmanchester mentored us at every stage and held a training session which was well attended by the volunteers. In the meantime some of our volunteers helped to collect donations for the Godmanchester Christmas Hampers at Tesco's in Huntingdon, this would give us an idea at how the Service Level Agreement with the Co-op would work. Collection bins were distributed around Sawtry at the local churches, the CARESCO Charity Shop and CARESCO Centre.

We went live on 13<sup>th</sup> January with two sessions a week and operate four rotating teams of 4-5 people, in addition we have a list of emergency contacts who are prepared to cover for absentees, and a transport team who liaise with Godmanchester, where the food parcels are prepared and any donations we received are taken down to them.

The Co-op kindly provided the racking which was collected from Lutterworth by Barry Dupée and Martin Mynott, it was then all washed and assembled by volunteers. Martin Mynott also kindly conducted the necessary Health and Safety assessments, and volunteers were trained in safe handling techniques.

The three churches and CARESCO combine very well together, and there are 19 volunteers involved which was great. Godmanchester Foodbank mentored us throughout and provided procedural training sessions.

Eight volunteers were provided with DBS checks and trained as Community Navigators by Care Network, the role of the Navigators would be to assist food bank visitors to guide them to different agencies who could help them.

Chrissy T was appointed as a volunteer to manage the food bank and with her great wealth of experience while working with the homeless charity Peterborough Streets, she will be a great asset to the food bank.

Godmanchester had a list of Voucher Holders which we were able to use eg Luminus, The Sawtry Locality Team, and so on, and we are hoping to get on board the Sawtry schools and others, the more agencies who are willing to write vouchers to people who need emergency food, the better.

The parcels issued are made up in four sizes: Single People; Couples; Small Families or Large Families.

So far we have issued the following parcels:

January (5 clients) - 3 small family 2 large family

February (8 clients) - 5 single, 1 small family, 2 large family

March (5 clients) - 3 single, 2 large family.

Tony Stefanelli

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## Christmas Day Party

**Co-ordinators:** Linda Dupée & Liz Coates

**Venue:** CARESCO Centre

**When:** 25th December

**Aims:** *To provide an opportunity for people who would otherwise be on their own to get together on Christmas Day to enjoy a traditional lunch and celebration.*

We celebrated our third Christmas Day Party in style in December 2014 with some old friends and some new to the event. Building on the previous years, we seem to have developed a template that works well, a strong team and only needed small adjustments to make the day go smoothly. The long-term aim to not differentiate between those who volunteer in advance and those who attend on the day and for everyone who comes to be in a position where they would otherwise be on their own, has almost been reached, with few helpers leaving family at home or alternatively attending as a unit and everyone sits down to eat together.

Starting the publicity in September, a small group met to agree on the menu for the day and the practicalities around purchasing & storage. Those who had attended previously were once again invited and other agencies

asked to pass on information to anyone who may be alone on Christmas Day.

All those who wished to help in advance then met together to go through the vision for the event and to agree roles both before and on the day. This was then followed up by a final team meeting before getting together on Christmas Eve to decorate the room, lay tables, wrap the gifts and prepare as much of the meal as possible. This is always a fun session with a lot of laughter as well as hard work.

On the big day, an early team arrived to put on the meat and continue to prepare the food, while others had a chance to see family or attend church services. Everyone gathered by 12 noon to enjoy welcoming drinks and nibbles while getting to know each other. We had 33 people celebrating together and the day included a full three-course traditional Christmas Lunch, a sing-a-long, the Queen's speech, a visit from Santa with gifts for everyone and a piece of cake to take home along with a photo of the individual taken on the day.

Funding for the day has come from our start-up grants from the Telegraph Media Group and the Fitzwilliam Trust however looking forward we will once again need to look at sourcing new income in the form of grants to cover the costs of future events.

A big thank you to everyone who came along on the day, a good time was had by all. We are particularly grateful to Isabelle Brown & Daphne Bacon in particular for all their hard work on the menu and for overseeing all the cooking on the day and to everyone else who helped out in advance and on the day.

If you are interested in joining us this year, or know someone who might be, please contact the office to find out more and to book your place.

Visit our photo gallery on our website to see how we celebrated Christmas over the past three years.

Liz Coates

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## Volunteers

**Manager:** Miranda Knell

**Aims:** *To recruit, place, support and recognise volunteers throughout CARESCO*

The decision to employ a Volunteer Manager was made this year in light of the successful expansion of projects now being run. It was also seen as a vital way that we could show that we value our volunteers and subscribe to good working practises where our volunteers are concerned.

To this end, I was appointed at the end of February and made a start by visiting the clubs and projects, meeting the committed volunteers and project managers. Piecing together the structure of the organisation and finding out about all the good work CARESCO does within the community has been both interesting and heart warming. I have also met and talked to many of the people who use one of our clubs or come into the shops to get a feeling of what CARESCO means to them. All comments have been positive, with lots of people saying how much they enjoy being a part of the club they use or what a benefit to the village the shop is.

We currently have about 100 volunteers within the organisation who give up their time in order to volunteer in all manner of ways. They really are a marvellous group of local people who allow us to provide the services we do. They are the lifeblood of our organisation and we thank each and every one of our volunteers for all the work they do.

Just like any organisation, there are always ways that we can improve our working practises. To this end we are working towards achieving Five Star Focus which is an accreditation awarded by The Volunteer Centre Cambridgeshire & Bedfordshire that endorses Excellence in Volunteer Management.

Next year will be a very busy year for me within the organisation as I pull together all the information needed to form a central volunteer database, update our induction package and ensure that all necessary DBS and other checks are in place and up to date. Other aims are to work with project managers to improve volunteer training, development and recognition. Promotion of volunteer opportunities and recruitment will also keep me busy as our organisation continues to develop and move forward.

Finally I would like to thank all the volunteers and staff for giving me a warm welcome in my first weeks.

Miranda Knell

# The CARESCO Centre

It has been 14 years since we moved into our purpose-built CARESCO Centre and the building is beginning to show signs of wear and tear. Although a temporary structure by nature, we are hopeful that we will be able to remain here for as long as is needed and therefore need to look after what we have and maintain it as best we can within our budget. With that in mind, we have been actively seeking grants and other funding to enable us to carry out both essential work and also improvements to the building.

In July we replaced the old carpet in the main corridor with vinyl to match that already in the large Club Room. This had the immediate effect of both lightening the hallway and also making it look bigger. The overall effect has been to make the building look more welcoming and pleasant for visitors and users alike, not to mention easier to clean and more practical.

At the end of July we once again welcomed a team of Y12 students from Sawtry Community College who had a week volunteering and fundraising with us. They spent a lot of time clearing and tidying our garden, putting up bird boxes, painting the external skirting around the building and also re-staining the garden furniture. In addition we now also have a huge brightly coloured mural of a rural scene on a wall in the Club Room for everyone to enjoy. Our thanks to all for their hard work, it was a pleasure to have them with us.

The wall heaters are beginning to show their age and during the year the time came to replace the unit in the Collating Room. This is not a cheap undertaking and we realise that over time the remaining original units will also fail and need replacing in the near future.

Thanks to the generous donation from Buckles Solicitors in Peterborough (see details opposite), in January we had the Club Room door widened to better accommodate wheelchairs and also combined two of the original three ladies toilet cubicles into one more accessible space to relieve the demand on the original accessible loo. With the same funding we were also able to install emergency alarm cords in all the cubicles in the building to improve the safety of our service users.

We were very proud when after our regular inspection by Huntingdonshire District Council, we were awarded five stars for our food hygiene. This is a reflection of both our systems and our staff knowledge and we would like to thank all those who work in the kitchen to make it a clean and safe space.

We are grateful to our cleaner Julie who keeps us presentable and hygienic and also to those who have helped to maintain our garden over the year, especially Keith, John & Bill. In addition, our thanks to Barry and Tim for all their hard work in doing the necessary practical jobs needed around the building and for providing emergency repairs when required.

Looking forward, with a life-expectancy of around 25 years, we need to be focusing on finding a permanent replacement in the coming years. There are not many options available within Sawtry so we must to be vigilant and pursue any possibilities that present themselves. All suggestions welcome.

Liz Coates

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## Financial Statement

### April 2014 — March 2015

The audited financial statement for the year April 2014 to March 2015 is available as a separate document, please contact the CARESCO office if you would like a copy or visit our website at [www.caresco.org.uk](http://www.caresco.org.uk) where you can download the report.

Our thanks to our treasurer Ann Daniels and to our Accounts Manager Marina Joyce for all their hard work through the year to ensure that the financial records are kept up to date and to Kim Davis for her Pro Bono support in auditing the accounts.

# Fundraising

As with all charities, CARESCO is dependent on all its income streams to cover the costs of providing our services for local people as detailed in this report .

Our funding comes from a number of sources including: grant aid from Cambridgeshire County Council, attendance fees from service users, profits from our social enterprise activities, such as the Printshop, Sawtry Eye and from our own charity shop, grants made for specific projects, usually for capital expenditure, often for the upkeep of our Centre. In addition we are grateful for some generous donations through the year, both from individuals and organisations, as well as from our own fundraising activities.

The following are among the highlights from the year, our grateful thanks to all involved (amounts rounded) and apologies to anyone we have failed to mention:

- April 14 - Afternoon Tea Dance at the Corn Exchange, St Ives, organised by Maggi - raised £577.00
- May 14 - Received a grant of £1000.00 for new hall flooring from the Garfield Weston Foundation (used with a £100.00 voucher from M&D Flooring)
- May 14 - Grafham Water Lion's annual Safari - walkers Dorothy & Linda raised £432.00
- June 14 - Conington Parish Council made a grant of £250.00
- June 14 - Sawtry Carnival - raised £414.00 - particular thanks to the ladies of Sawtry WI with their cream teas - (we used our voucher from Sawtry Marquee to hire a marquee giving our stall cover for the first time & winning Best Stall)
- June 14 - received a grant from Hunts 10k of £750.00 towards day care trips
- July 14 - Sawtry Community College Y12 Volunteer Week - raised £85.00 through car washes and cake sales as well as doing some maintenance work
- July 14 - Funeral donation in memory of Janet Holden of £238.00
- August 14 - Stephen Duffy from Buckles Solicitors presented us with a £5000 grant which we spent on work to the CARESCO Centre, such as the new extra accessible toilet
- November 14 - our 1950s night, *Shake Rattle & Roll* - organised by Maggi raised £670
- December 14 - we received a proportion of the collection taken during the Village Carol Service totalling £181.00
- December 14 - Funeral donation in memory of Bessie Grove of £124.00
- January 15 - Salon 42 made a generous donation of £67.00 which was raised by their customers over Christmas
- January 15 - a team from CARESCO came first in the *Over to You* quiz organised by Hunts Community Radio and won £100.00 for food bank set up costs, plus a trophy (& a large bear in the raffle which we used as a prize at the carnival)
- March 15 - Funeral donation in memory of Eric Whisker of £150.00
- March 15 - received a donation from the proceeds at the Sawtry Small Business Partnership's race night - £350.00
- Throughout the year we have received a steady stream of donations from the landlords and customers at the Addison Arms in Glatton - totalling £270.00

Our need for fundraising is never ending and we are always on the lookout for new ideas and people willing to put them into action. If you would like to consider organising an event for us, or making a donation, regular or one-off, do please get in touch with the office where we will offer you all the support we can. And please remember to gift aid any personal donations made if you are a UK tax payer.

Look out for our publicity for forthcoming events, we would love to see you there.

Liz Coates

# The Beginning

A Sawtry-based charity was founded in 1982 (registered number 288202) with the full title of Sawtry & District Care and Resource Organisation but colloquially known as CARESCO.

In the mid-1970s a number of community groups were set up in the village, including a day centre for the elderly, held at Sawtry Village College and a lunch club where people could prepare and share a meal together, held in an old cookery classroom. After a few years, the original organisers had to move on and, rather than losing these groups, a steering committee of local residents formed and CARESCO was born.

Based in the rather ancient modular building known as the Homecraft Centre, CARESCO continued to grow in size and strength through the enthusiasm and hard work of all involved.

Over the years a variety of activities have been brought under the CARESCO umbrella, most run by paid part-time staff and supported by teams of volunteers, working together with local authorities and other voluntary organisations towards a stronger, more caring community. Funding has come through grants from local councils, attendance fees, personal and organisational donations and fundraising.

In 2001 CARESCO moved into an all new purpose built modular building, called the CARESCO Centre, funded by a grant from the National Lottery and bringing the Sawtry-based activities together into one building.

By 2011 a new legal structure was needed to strengthen the organisation and enable CARESCO to deal with the new requirements of funders and other organisations, therefore CARESCO became an incorporated charity, CARESCO Ltd (registered number 1140728; company number 7513432).

In response to the challenges faced regarding a secure income, the trustees agreed to open a charity shop in Sawtry in April 2013. Although a lot of hard work, setting up the shop has proved very worthwhile for many reasons, not just for the additional income it has introduced into the organisation. The shop is now a popular community hub, provides a very welcome recycling service and has brought a large team of new volunteers into CARESCO. The additional income has helped to fund new services to meet needs within the local community.

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## Management Board

### 2014 –2015

**President:** John Garner

**Officers:**

Chairman	Linda Dupée
Honorary Secretary	David Whitney
Honorary Treasurer	Ann Daniels

**Board Members:** Ann Daniels; Barry Dupée, Linda Dupée; Wendy Grey;  
Sarah James \*; Viv McGuire \*; Angela Newell \*; Tim Newell;  
Liz Poole \*; David Whitney; Jacqui Whitney

\* *Retired at the AGM on 23rd October 2014*

Note: All trustees give their time voluntarily and receive no remuneration or other benefits

**Non-voting** CARESCO Project Managers (ex officio) are welcome to attend board meetings and contribute to the discussion, however Staff are asked to leave during sensitive agenda items.