

## Brighton and Hove Impetus Annual Review 2012-13



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## **Impetus aims to empower local people by championing volunteering and strengthening community and voluntary organisations**

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**We would like to thank all our funders for their support in 2012-13 –**

**Brighton & Hove City Council, Brighton & Hove Primary Care Trust,  
The Ministry of Justice, Three Guineas Trust, The Big Lottery Fund,  
The Henry Smith Charity, The Derek and Eileen Dodgson Trust,  
The South East Well-Being Consortium**

## Introduction

Antony Kildare, Chair of Trustees

Brighton and Hove is one of the most deprived areas of South East England, with significant social inequalities and health and social care needs.

The needs of our service users are varied but some of the common issues they tell us they face are:

- isolation, loneliness, lack of community connection, depression
- conditions such as Asperger's Syndrome and learning disability or difficulty
- poverty or economic disadvantage
- inability to access services and understand their rights and entitlements

The economic climate means that public funds, whether for external or public sector providers, are reducing. The knock-on effect for our services is stark – increased referrals and short notice, urgent cases; growing pressure to provide the same level of service to more clients, with fewer resources.

Impetus has a track record of delivering services to vulnerable and disadvantaged people in the City. We employ 21 people, most part-time, whose commitment, flexibility and energy have allowed us to maintain our services despite the pressures. We rely

heavily on volunteers, who are an integral part of how we run our services, and could not deliver without them. We are enormously grateful for the unstinting support they give. We also work closely and collaboratively with a range of partners across the voluntary and statutory sectors.

2013-14 is the first year of Impetus's new three-year business plan and comes at a time of great change. The Transforming Local Infrastructure programme means that the Volunteer Centre and our Performance Development Service will leave Impetus to become part of the City's new infrastructure arrangements. We remain convinced that this is the right home for these services in the long run, and that they will continue to provide excellent support.

In the next three years Impetus will focus on its front-line health and social care services, building on existing expertise as well as a desire to grow. Our values and ethos are strong and provide a firm foundation for achieving the outcomes that service users and we are committed to delivering.



## What we do

In 2012-13 Impetus's mission was to empower local people by championing volunteering and strengthening community and voluntary organisations. We did this by:

- Expanding our delivery of social care and health services – adding value to existing services; developing new services that are a good strategic fit; and building partnerships; and
- Providing high quality management and infrastructure support to the sector.

Volunteers and volunteering are essential to achieving our aims. Our network of over 250 dedicated volunteers, together with our team of staff, support disadvantaged and vulnerable people across the City, helping them live lives that are more independent and fulfilling than they would otherwise be.

Our services enable volunteers to befriend older people and people with disabilities in their homes; provide advocacy for older people and those with learning difficulties; and

mentoring for those with Asperger's Syndrome and related social skills difficulties.

We are recognised as a major contributor to community and voluntary sector infrastructure in Brighton and Hove. In 2012-13 we managed the City's Volunteer Centre, which advises on good practice and on recruiting, managing and retaining volunteers; as well as enabling residents to find meaningful volunteering opportunities. Our consultancy service is designed to help strengthen business management practices within the voluntary sector.



## Neighbourhood Care Scheme

The Neighbourhood Care Scheme is a good neighbour scheme that supports isolated and vulnerable older people, people who have physical and sensory disabilities and carers by recruiting volunteers to help them in a variety of ways that improve their quality of life.

We operate in ten areas of the City – Coombe Road, Hangleton and Knoll, Hanover, North Laine, North Portslade, Patcham and Hollingbury, Poets Corner / Vallance, Queen's Park, Regency and Whitehawk / Bristol Estate / Manor Farm.

In 2012-13, the highest single source of referrals to the scheme (after self-referrals) was from mental health services, reflecting the reality that a third of scheme members suffer depression. One in ten older people also report feeling lonely all the time.

Against this background, the reliable,

concerned company of our volunteers can make a big difference to people's lives. We need to develop and sustain ways in which people can meet and support their isolated – and often virtually invisible – neighbours, in the process enriching themselves and creating more caring communities based on respect and mutual concern.

Our members continue to play an important part in the development of the Scheme, helping with fund-raising, publicity, policy (though our Steering Group) and – in several cases – by volunteering with the scheme themselves.

The scheme is funded by Brighton & Hove City Council, the Brighton & Hove Primary Care Trust, the Henry Smith Charity and the Derek and Eileen Dodgson Trust.



"Having someone come and visit me each week has made such a difference to my life – it gives me something to look forward to." *Neighbourhood Care Scheme member*

## InterAct

InterAct is an advocacy, support and information service for adults with learning disabilities and difficulties. It coordinates their views, desires, requirements and complaints and provides training programmes for both service users and providers.

In April 2012, we moved from Portland Road premises to a more central location at The Junction, near Brighton station. We have been better able to meet the needs of people with a learning disability from this central location, as well as working in partnership with others to enable service users to be involved in City-wide debate, consultation and activities.

We provided independent advocacy for people involved in child protection or other legal processes, including parental responsibility, capacity for decisions and Employment and Support Allowance appeals. These cases were open for 6-9 months, so advocates got a clear understanding of a person's needs and circumstances. Other cases concerned issues such as human rights, care packages, housing, relationship breakdown and money management. There was an increase in "one off" advocacy especially around welfare

benefits, housing and service entitlements.

Our 'victims and witness' service continued to give tailored support to people with learning difficulties involved in the criminal justice system. We ran drop-ins and workshops for users on topics such as hate crime, domestic violence and how and why to engage with the police.

InterAct is funded by contracts with Brighton & Hove City Council and the Primary Care Trust and by the Ministry of Justice.

GR has been involved in child protection proceedings since the birth of her daughter. Through InterAct's advocacy it was demonstrated to the court that reasonable adjustments had not been made to the process, disadvantaging GR significantly. GR has now been given more time to show she is learning parenting skills, increasing the chances the family will stay together.

ASpire aims to improve the social skills and vocational opportunities of people who have Asperger's Syndrome (AS) and to raise awareness of the difficulties faced by those with AS in accessing employment, training and education. The service delivers support through mentoring, provided by volunteer mentors; social groups; one-to-one support; and professional autism training and participates in stakeholder groups and autism networks throughout the City.

Support hours dipped during the first half of the year due to staff changes, but restructured processes for the recruitment of volunteers have seen levels rise again and social group provision increased.

We reduced the waiting time for mentoring services from 6-12 months to no more than three months. The waiting list for access to social groups remained under a month.

We increased our work with partner organisations, with the Big Lottery funded project beginning a 3 year partnership with Autism Sussex, and ASpire leading the creation of an Autism Champions network in

partnership with Brighton & Hove City Council, Assert, and Autism Sussex. ASpire will be providing training and expert support to volunteers in the network to ensure better services are provided in the City for people with Asperger's Syndrome and autism.

We would like to thank the Three Guineas Trust, the Big Lottery Fund, South East Well-Being Consortium and Brighton & Hove City Council for funding ASpire.

"I was very nervous about interviewing for jobs, but I talked about how my interviews had gone with my mentor and he really helped me gain confidence and know how to answer difficult questions. I now have a 3 month contract and might be taken on permanently."

*ASpire mentee*

## Pensioner Action

In 2012-13, Pensioner Action was an issue-based group advocacy service for older people in Brighton and Hove, providing a two-way communication channel between decision-makers and older people in the City.

We again collected feedback on health, transport, and environment issues from regular neighbourhood group meetings in four areas of the City, aimed mainly at people from sheltered housing schemes. Concerns raised were taken up in writing with the appropriate authorities. We also undertook outreach visits to other organisations working with older people, such as Patcham Companions and Winter Warmers in Woodingdean, giving us an important opportunity to listen to people's worries.

We ran public events in central locations aimed at addressing issues such as the needs of older carers, coping in cold weather and changes in the NHS. At People's Day in June 2012, we gathered information about older people's experience of their GPs.

We produced three editions of the Pensioner magazine, four thousand copies of which were distributed to agencies, community centres, libraries, GP surgeries and hospitals.

We are grateful to Brighton & Hove Primary Care Trust for funding Pensioner Action as the 'gateway' advocate for older people in the City. This funding ended in June 2013 and the project has now closed.





## Lay Assessor Scheme

The Lay Assessor Scheme is commissioned by Brighton & Hove City Council to monitor the quality of home care provision across the City. We recruit and train volunteers who interview home care service users about their satisfaction with the home care they receive. For ten months of the year, 20 service users of one (or sometimes two) home care providers are surveyed and the results compiled into a confidential report for the Council. The reports help to inform the Council's management of the relevant contracts, ensure minimum standards and value for money. It is funded through a contract with Brighton & Hove City Council.

The contract objectives for 2012-13 were met. Building on enhancements made in the previous year, we have continued to offer the volunteer assessors improved training, communication and role satisfaction.

For example, all assessors attend an introductory course on Safeguarding Vulnerable Adults and are encouraged to attend training on issues such as bereavement, dementia and disability.

Assessors attend quarterly meetings at which they sometimes have speakers, are invited to meet individually with the manager, and have been closely involved in the development of the service. They also have opportunities to participate in related activities such as university research seminars and attendance at the quarterly Home Care Providers' Forum. During the City Council's recent tendering exercise, an assessor became part of the Commissioning Board that set the tendering criteria and interviewed company personnel on their submissions.



## Volunteer Centre

The Volunteer Centre aims to develop opportunities for people to help others and, in the process, to develop their own skills and potential, through volunteering. The Centre's mission is to build an environment in which volunteering can flourish by promoting good practice in volunteer management, ensuring choice and opportunity for all people wishing to volunteer.

The Volunteer Centre has provided volunteering leadership as a core partner in the TLI programme. The programme has enabled the Centre to meet some strategic needs for volunteering, including the launch of a new website, hosting information for younger volunteers and developing much clearer collaborative working with partners such as the Skills Exchange project, which delivers pro bono support to the sector. The work will culminate in the transfer of the Centre to the new infrastructure provider later in 2013-14.

We continued to deliver good practice support in volunteer management and opportunity development through the Volunteer Co-ordinators' Forum. The Forum grew in size and participating

members have said that the Forum has helped them to increase the number, quality and diversity of volunteer roles they offer. The action learning sets linked to the Forum have gone from strength to strength, with participants reporting positive outcomes such as increased skills and assertiveness, feeling more supported and improvements in volunteer management practice in their organisation.

Our volunteering brokerage service also continues to deliver a large amount of volunteering information to an increasingly wide audience. Our telephone brokerage is now delivered by 3 volunteers who provide individual support to people wishing to volunteer.

The Centre also achieved Volunteer Centre Quality Accreditation during the year, which will stand it in good stead as it moves to its new home later this year.

We would like to thank Brighton & Hove City Council and Brighton & Hove Primary Care Trust for their support for the Centre.

## Performance Development Service (PDS)

The PDS delivers capacity building to the voluntary sector. We provide a variety of services including: fund-raising, tendering, business planning, governance, marketing, HR, quality assurance, monitoring and evaluation, project and interim management. Some of these services are supported through associate consultants. Consultancy services are paid for by clients. The Primary Care Trust renewed the PDS's contract for health development work, with a request that it focus on direct health outcomes.

The PDS has continued to provide expert support to the voluntary sector throughout the year, especially with HR and fundraising advice. The service has:

- Developed capacity building support for four local community groups, including needs assessment, action plans and 1:1 support, signposting, facilitating a peer support group and training sessions;
- Been approved by the NCVO as a 'Big Assist' service provider, provoking interest in support from several groups across Sussex and Surrey;
- Worked with Autism Sussex to raise funding totalling over £400,000 from Children in Need, the Big Lottery Reaching Communities and the Innovation Funds;
- Achieved a substantial grant from the Henry Smith Foundation for the Money Advice Plus Service in Eastbourne to fund a service supporting survivors of domestic violence;
- Supported groups, including the LGBT Switchboard, Grow, Forward Facing and Brighton Women's Centre, with health development and PQASSO quality mark advice.



## The Future

In common with other voluntary sector organisations, we have been affected by funding pressures, which we expect to continue as further cuts and changes to the welfare system are felt.

2013-14 is the first year of our new three-year business plan. The TLI programme means that the Volunteer Centre and Performance Development Service will leave Impetus to become part of the City's new infrastructure arrangements. The Trustees remain convinced that this is the right home for these services in the long run.

The loss of about 25% of resources gives us an opportunity to become:

- A health and social care charity providing community-based, volunteer-led support for vulnerable or disadvantaged adults;
- A community of projects, sharing back-room services as well as ideas, contacts, connections, resources and opportunities;
- A leader in advocacy, mentoring and befriending; structured volunteering opportunities and services which improve people's health and wellbeing;

- A lead player in local partnerships – proactively seeking out new partners and new opportunities;
- An influential organisation – able to use our experience and evidence from our frontline to inform policy locally; and
- An incubator for organisations setting out, and a long term home for complementary organisations or projects who find that operating independently does not make sense economically.

The idea of strength in numbers was at the origin of Impetus and over the years we have developed strong central systems that allow services to focus on core delivery. We are developing an offer to those who may want to become part of a larger organisation that has the scale to manage HR, finance, governance more cheaply and that can provide greater support in communications, fundraising and external influencing.

Impetus's values and ethos provide a firm foundation for achieving the outcomes that service users need and underpinning our Business Strategy.

## Partners and networks

Impetus is a member of the National Council for Voluntary Organisation, the Mentoring and Befriending Foundation (MBF) and the Brighton & Hove Community and Voluntary Sector Forum. The CEO was involved in a range of City-wide networks.

Impetus has continued to invest in the South East Well-Being Consortium (founded in 2011-12), alongside our partners: Care Co-ops<sup>2</sup>, the Fed Centre for Independent Living and Mind in Brighton and Hove. The Consortium bid for and is running a 3-year project looking at the role of the voluntary sector in delivering personalised health and social care services in Brighton and Hove, East and West Sussex.

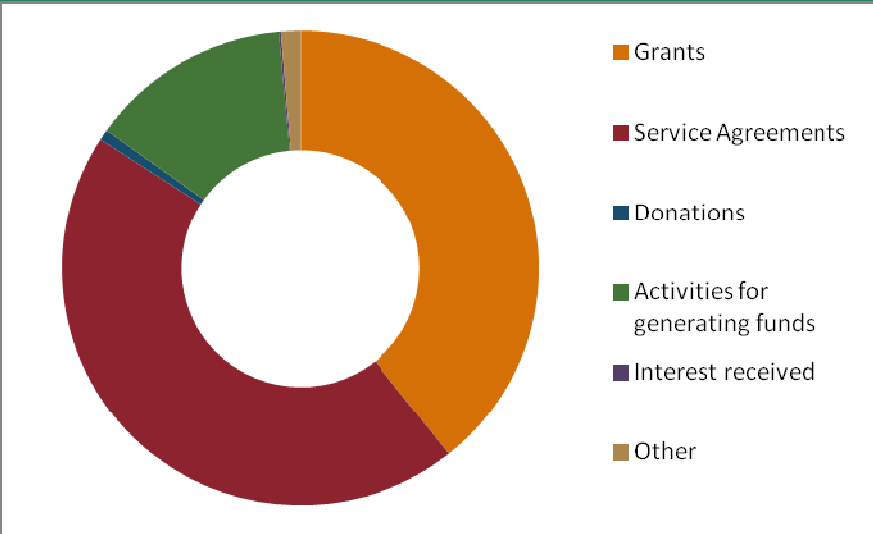
The CEO was also active in the Transforming Local Infrastructure (TLI) programme, which aims to

make significant improvements to the support and capacity-building that the sector undertakes locally. The Board remains committed to achieving benefits, for both service users and volunteers, from the creation of a single infrastructure organisation within the City, incorporating the Volunteer Centre and the Performance Development Service. The hard work of the TLI team during 2012-13 has laid the foundations for the redesign of voluntary sector support services, in line with the sector's collective ambition for infrastructure in the City, and action is in hand to transfer the Volunteer Centre and the Performance Development Service to the new infrastructure organisation during 2013-14.

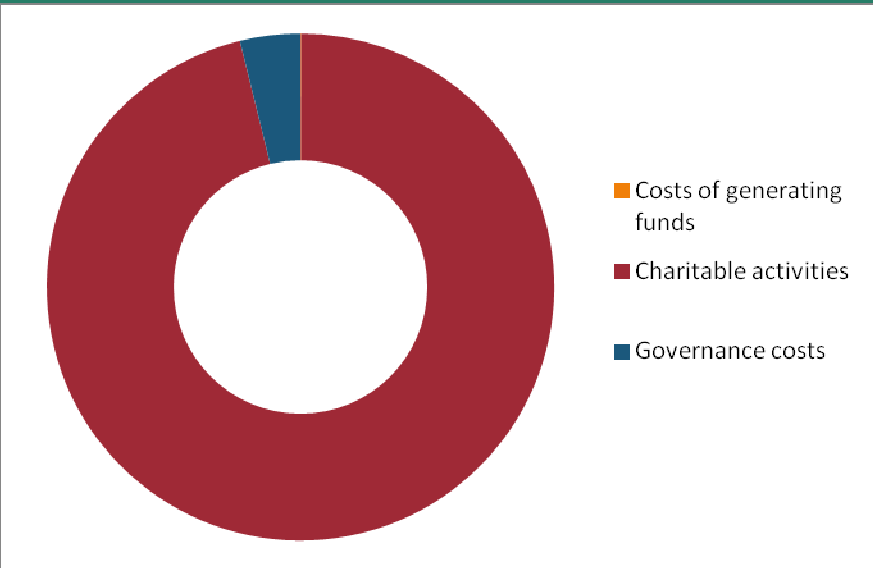


<sup>2</sup> Care Co-ops active involvement ended Nov 2012

Incoming resources 2012-13 (Total: £444,090)



Resources expended 2012-13 (Total: £446,930)



# The Year in Numbers

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**Neighbourhood Care Scheme** – 231 volunteers supported 256 scheme members, providing 10,117 hours of support. 95% of scheme members reported a benefit from their volunteer support. The scheme ran 21 training sessions to promote community health and well-being, attended by 115 volunteers.

**InterAct** – provided independent advocacy for over 70 people (80% of cases concerned child protection and / or support around legal processes) and over 150 individual advocacy sessions to people with learning disabilities involved in the criminal justice system.

**Aspire** – 18 volunteer mentors gave 144 hours of their time and 72 hours of direct support a month. The Social Group organised 24 events.

**Pensioner Action** – 4,000 copies of each issue of The Pensioner magazine were distributed across the City. 14 volunteers helped prepare the magazine. 200 people contributed their views on topical issues on People's Day.

**Lay Assessors Scheme** – 8 volunteer assessors carried out 180 face-to-face interviews and 51 telephone interviews to provide feedback on the quality of home care services to the Council.

**Volunteer Centre** – handled 2,600 enquiries from potential volunteers over the year. 1,200 people followed the Centre on Twitter and its Facebook page received over 700 'likes'

**Performance Development Service** – the service helped secure over £750,000 funding for local charities

## **Brighton and Hove Impetus Senior Team**

Jo Ivens – Chief Executive Officer

Julia Reddaway – Chief Executive Officer (maternity cover)

Matt Day – ASpire

Sean De Podesta – Neighbourhood Care Scheme

Sue Goodwin – Pensioner Action

Alison Marino – Volunteer Centre

Jenny Moore – InterAct

Andy Seares – Performance Development Service; Business Development

Jo Tulloch – Lay Assessors Scheme

## **Brighton and Hove Impetus Trustees**

Antony Kildare – Chair

David Botibol

Alison French

Steve Hare

Clare Hughes

Jason Nuttall

Alison Penn

## **Brighton and Hove Impetus Trustees**

Intergen House (1st Floor)

65-67 Western Road

Hove BN3 2JQ

☎ 01273 229000

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