

yorkcvs



Impact Report

2023-24

Welcome to our Impact Report 2023-24

People and communities are at the heart of everything we do here at York CVS. We are proud to support and champion York's Voluntary, Community and Social Enterprise (VCSE) sector through our work; empowering groups and organisations to make positive change and improve lives across York.

As a sector we are navigating a difficult and challenging period, so we are thankful for the support and relationships we have with our local and regional partners. We would also like to thank our amazing staff and volunteer team too. They are the heart of York CVS and enrich everything we do as an organisation.

This summary report provides an overview of the work we delivered throughout 2023-24. Please follow the QR codes throughout the document to find out more about our projects in York and how we can work with your organisation.

Alison Semmence
Chief Executive

David Harbourne
Chair

We are York Centre for Voluntary Service (known as York CVS). We are an independent charity supporting and championing York's Voluntary, Community and Social Enterprise (VCSE) sector to make positive changes, challenge local issues and grow new ideas to strengthen communities in York.

York Centre for Voluntary Service is a Registered Charity (no. 225087)
Company Limited by Guarantee, Registered in England (no. 493550)

york**CVS**

This summary report highlights our collective work and the impact we have made during the period 2023-24.

Our priorities:

Support our members and York's VCSE sector by providing information, advice, training, networking and representation.

Promote volunteering of all kinds, from one-off opportunities to long-term opportunities.

Tackle the causes of poverty in York.

Tackle loneliness and encourage a sense of community.

Help people stay well and feel well.

To view our full impact report, scan this QR code using your smart phone. This will take you to 'Our Impact 2023-24' webpage where you can discover more about our work and impact in York. You can also activate our accessibility software (ReciteMe) on our website.



This photograph is provided by Inclusion North



Proud to be part of York CVS

We are proud to manage the following social action projects and organisations:



York Poverty Truth Commission



*These projects formed part of York CVS for the reporting period April 2023 - March 2024

Supporting and championing York's VCSE sector

York's VCSE sector is at the heart of everything we do. We support and champion our members and the wider VCSE sector by providing information, guidance, training, networking opportunities and by representing the sector at a strategic level.

During 2023-24 we worked with York's VCSE sector in the following ways to provide the latest information, learning and tools to support their work with local communities in York.

Providing direct support to strengthen York's VCSE sector

From supporting individuals to establish and grow grassroots groups, to providing guidance on legal structures and business planning to organisations looking to expand, our team used their knowledge and expertise to tailor support for York's diverse VCSE sector.

During 2023-24 we supported over 333 charitable organisations in York by providing:

- guidance on choosing the right legal structure
- information about banking, insurance and accounts requirements
- templates for policies and procedures
- safeguarding advice and support
- links to funding opportunities
- fundraising ideas
- support to link-in with citywide strategies

“Without the help and guidance from York CVS our small charity would have closed with all staff being made redundant. Thank you all! I am so grateful for all the hard work and support that me, and our small team have experienced over the last year. We really wouldn't be here without you.”

UK Shared Prosperity Fund

Funding from the UK Shared Prosperity Fund enabled us to increase our capacity to support groups through the use of a network of trusted consultants specialising in different areas.

16 in-depth organisational health checks were carried out, with **39 days of consultant support** provided collectively to the individual organisations. **8 organisations** received feasibility support for 65 days.



Funded by
UK Government



Delivering training and development sessions to enable organisations to thrive

We delivered an enhanced training programme throughout 2023-24. **200 delegates** representing **146 organisations** from York's VCSE sector attended our **13 training sessions**.

Our training and information sessions are based on the needs and requests of our members and the wider sector, following an annual Training Needs Analysis. This leads to an interesting and varied training programme, covering:

Mental health First Aid, Cyber Security, Growing your Trustee Board, Hate Crime Reporting, Volunteer Recruitment and Retention, Being the Best Trustee, Legal Structures, Fundraising and VAT, and Emergency First Aid at Work.

Providing funding support and sharing grant opportunities

With support from the UK Shared Prosperity Fund we organised and hosted a Funding Fair bringing VCSE sector organisations and funders together.

125 individuals from **98 organisations** attended and spoke to **12 local, regional and national funders**.

We shared **81 local, national and regional funding opportunities** with the sector through our dedicated webpage.

“Thanks again for all of your help and advice – attending ‘Meet The Funders’ was the best and most rewarding thing that I have done since becoming a Trustee earlier this year and I am very enthusiastic to becoming more involved.”



Grassroots Community Development Project

Our Grassroots Community Development project provided guidance and support to community members who are leading grassroots initiatives in York. We **supported 24 community groups** to:

- connect with other members who shared the same priorities and vision
- develop their plans including guiding people through the process of defining issues, priorities and aims
- identify and connect with local assets and resources to help them achieve their aims
- review their practices to enhance accessibility and inclusiveness

Through funding from Humber and North Yorkshire NHS Integrated Care Board (ICB) we supported **11 community groups to access funding totalling £5,369** through the Kindling Fund.



Small Grants Funding – Enhancing community connections across York

Ways to Wellbeing Small Grants Fund

Through the Ways to Wellbeing Small Grants Fund, we awarded **£88,445** to **17 community projects** in York. This funding was made available through the Better Care Fund (via the Ways to Wellbeing project), City of York Council Public Health team and the York Place Health Inequalities Fund from the Humber and North Yorkshire NHS Integrated Care Board.

The funding was used by VCSE organisations to enhance community connections to empower isolated people, especially those who feel marginalised, to engage in and feel more connected with their community and informal support networks.

The funding also addressed health inequalities by tackling the causes of health inequalities, particularly in areas of deprivation or for those disadvantaged by inequality in the city.

National Funding

We secured a small pot of funding from our national membership body NAVCA (National Association for Voluntary and Community Action). The fund awarded £1,000 to **5 organisations**. From providing warm spaces, nutritious meals, and access to essential resources to promoting energy efficiency, skill development, and support for vulnerable populations, the funding enabled Foxwood Community Centre, York Community Energy, The Recycle Project, Door 84 and Refugee Action York to create positive change and empower individuals in York.



Community Mental Health Transformation Grant

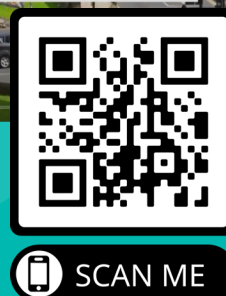
The Community Mental Health Transformation Grant has enabled VCSE organisations to work with partners across the city in an innovative and transformative way to continue to improve the lives of those experiencing significant mental ill-health.

£250,000, over two years, was awarded to **7 local VCSE projects** to deliver community-based support for people experiencing serious mental illness, with a focus on early intervention and prevention, and innovation and transformation.

The grant is managed by York CVS on behalf of the York Mental Health Partnership and the Connecting our Cities Partnership.



Scan the QR code to watch the Community Mental Health Transformation Grant video featuring some of the projects supported.



Connecting York's VCSE sector to the latest news, updates and resources

12 Voluntary Voice newsletters were circulated to over **1300 VCSE and key partner contacts**; sharing the latest news, funding, training and job opportunities.

251 blog posts were published and shared on our website to shine a spotlight on the sector's work, and to share vital updates, reports and resources.

157 VCSE job opportunities were promoted to support recruitment to the sector.

15 Members' Updates were sent to our **321 Full Members** and **31 York CVS supporters**. The updates contained additional resources and information, and sought our members' views on key local, regional and national topics.

212 news articles, volunteering and job opportunities were featured in Voluntary Voice to showcase the sector's work and to connect the sector with the work of other organisations.

Representing York's VCSE sector at a strategic level

As a key strategic partner in York, we represent the sector on a number of strategic boards, including:

- York Health and Care Partnership
- York Health and Wellbeing Board
- Children's and Adults' Safeguarding Boards, Safer York Safety Partnership
- Better Care Fund Delivery Board
- York Health and Care Collaborative
- Mental Health Partnership
- Ageing Well Partnership
- Domestic Abuse Board

We work with the sector to gather their views and opinions on local issues to ensure that the sector has a voice in how local services are designed, developed and delivered in York.

During 2023-24 we hosted **6 York VCSE Assembly meetings**, bringing **115 representatives** from York's VCSE sector together to discuss key issues, including: Children and Young People's Mental Health, York Mental Health Hub, Health and Care and well as engaging with the York Health and Care Partnership.



Our partnerships are vital to supporting our work and making positive changes across our city and our region. We worked collaboratively with our members, with the wider VCSE sector and with strategic partners including City of York Council, Primary Care Networks, Humber and North Yorkshire NHS Integrated Care Board, and the wider Humber and North Yorkshire Health and Care Partnership. We continue to support the development of York as a Human Rights City, as a member of the York: Human Right City Network Executive and steering group, and by co-hosting the coordinator.

Promoting volunteering in York



York Volunteers is York's Volunteer Centre. Through our online platform, engagement events, specialist training and Volunteer Management Forum, we promote the VCSE sector's volunteering opportunities and champion volunteering across our city.

During 2023-24, York Volunteers supported **200 local VCSE organisations** by promoting **236 of their volunteering opportunities** and supporting them with guidance on all aspects of volunteer management best-practice. We provided tailored advice and support on volunteer management, including creating roles, developing volunteer handbooks, and addressing specific needs.

We hosted a Volunteering Fair in January 2024 which connected over **100 individuals** with **43 charitable organisations** in York to explore a huge range of volunteering opportunities.

During the year we delivered **8 training sessions**, covering key topics for organisations. We welcomed **55 representatives** to our quarterly volunteer managers' forums which brings together those who manage volunteers across York to share ideas and experiences.

“

Thank you so much for your help. Within a week of advertising our social media volunteer role with you, we'd received 5 enquiries. I'm currently in the process of onboarding one of the applicants. Although a small role, it's a first step to helping us meet our strategic aim of increasing the charity's profile. A super straightforward and simple process.

– York Women's Counselling

“

I like the worry monster where people share their challenges/worries and I like the discussion aspect. I learn a lot from the informal discussions rather than structured content.

– Volunteer Management Forum Attendee

”

York Citywide Volunteering Pledge



During the year we have worked towards achieving the Citywide Volunteering Strategy for York, which launched in May 2023. Thanks to funding from the UK Shared Prosperity Fund we hosted a volunteer celebration event to say a huge thank you to our city's volunteers. The event was held on 3 June 2024 as part of national Volunteers' Week. We welcomed 70 volunteers to the event.

Together we can add value to volunteering in York.

Scan this QR code to sign the pledge.



 **SCAN ME**

Tackling the causes of poverty in York

York Poverty Truth Commission

The York Poverty Truth Commission's official launch was held on 9 March 2023 when the community commissioners shared their experiences of poverty: their honesty, wisdom and resilience was appreciated by all of the **70 guests**.

Together Community Commissioners (those with lived experience of poverty) and Civic Commissioners (system leaders with the power to make change) worked together to identify changes that would improve the lives of people experiencing poverty in York.

At the final event held in April 2024, the Commissioners presented their findings by way of an Organisational Standards Charter which included four standards for all organisations to work to implement:

- **We listen**
- **We are understanding**
- **We are respectful and friendly**
- **We are responsive, honest and care about getting you the right support.**

In summary, the Community Commissioners asked:

'To be treated with kindness, understanding, honesty and respect when accessing services'

The York Poverty Truth Civic Commissioners shared the following quotes relating to their experience of being part of the Commission.

“

Didn't think I could offer anything, but the support I have received has made me feel that what I say is relevant. – Lynne

“

Extremely honoured. Has taken my mind off my PTSD. Feel like I am being productive. Everybody is amazingly kind and I count it an honour to name every single one as a friend. – Jamie

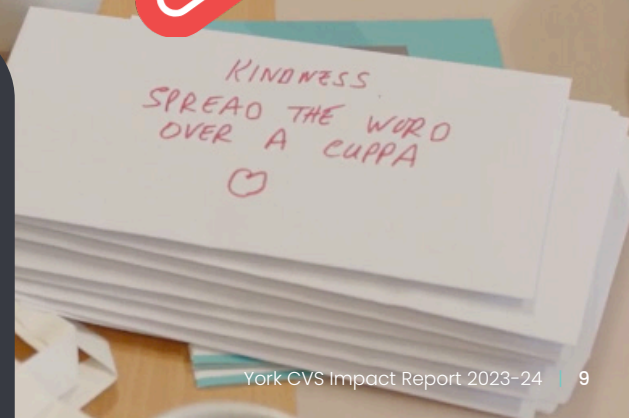
”



SCAN ME

Pledge your organisation's support

Scan this QR code using the camera on your smart phone to to adopt and implement the Charter for Organisational Standards



Tackling loneliness and encouraging a sense of community

Our work helps combat loneliness, connect people and generate community spirit and belonging. Loneliness is one of the biggest concerns that our Social Prescribers support patients with, whether this is the reason for the initial referral, or it is an underlying issue causing other problems leading to referral.

Art Gallery Group

The Social Prescribing team run a small craft group in York once a month. The group acts as a stepping stone to integrate people back into the community and to build their confidence to attend larger, more regular groups without a social prescriber present. We have supported **132 people** to attend the Art Gallery Group run by the Social Prescribers.

Pain Sailing Group

During 2023-24 the Ways to Wellbeing team continued to support the Pain Sailing Group which provided an opportunity for people experiencing chronic pain to learn pain management approaches and benefit from peer support and social connections. **21 people attended** our sessions this year and after the sessions finished the group continue to meet as friends.

Connecting People

A woman who was recently bereaved, lonely, and struggling to make friends and adapt to life with no full-time care responsibilities was referred to the social prescribing team. The social prescriber used this craft group as a starting point to allow the individual to build

confidence by attending and exploring her hobbies, interests and building meaningful relationships with others.

As an individual who had not been in the York area long, this allowed her to build her skills and knowledge of public transport within the area to

get to the group. Another woman who was feeling lonely, and was struggling to adjust to retirement, was also referred to our team. From this group both the above patients have now created a solid friendship, they help each other out in their own ways, see each other weekly and they now have each other to do things with when they are feeling a little lonely... even if that is natter and eating the odd slice of cake!

“
**Both the patients
have now created a
solid friendship, they
help each other out in
their own ways**
”



To view our full impact report, scan this QR code using your smart phone. This will take you to our webpage where you can discover more about our work and impact in York.



Helping people to stay well and feel well in York

Healthwatch York helps shape health and social care services in York by making sure people's experiences are right at the heart of decision making.

We want to make sure our health and care system works for people living in York. Every year we undertake a wide range of activities to better understand people's experiences of health and care in the city, and find out what changes people want to see to improve services and support.

Healthwatch York shares people's views and concerns about health and social care services with stakeholder organisations and providers and provides information about local services, signposting people to the services they need both at community information stands and via email and phone.

Healthwatch York makes a vital contribution to the strategic and development work in York and across the wider Humber and North Yorkshire Integrated Care Partnership – *Stephen Eames CBE, CEO Humber and North Yorkshire Integrated Care Partnership*

Every year the Healthwatch York team produces reports on health and care issues, which we present to York's Health and Wellbeing Board and make recommendations to improve the local health and care system. During 2023-24, we published **8 reports** about the improvements people would like to see in health and social care services.

Healthwatch York acts as a critical friend to the health and care system in York – they are also a champion for co-production and remind us how important it is to involve people. – *Tracy Wallis, Health and Wellbeing Partnerships Co ordinator, City of York Council*

Our most prevalent report was Breaking Point: A recent history of mental health crisis care, which highlighted the struggles people face accessing mental health crisis care.

In 2023-24 we heard from **1,236 people** who shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

606 people asked for clear advice and information about topics such as mental health and the cost of living crisis.



Scan this QR code using your smart phone camera to download Healthwatch York's 2023-24 Annual Review



Social Prescribing in York

Social prescribing is an approach which links people to non-medical sources of support to improve their health and wellbeing.

Our Primary Care Link Worker (PCLW) team are Social Prescribers based in GP surgeries across York and meet with patients in surgery, at home or at community venues. Through our Primary Care Link Workers, we provide a bespoke form of support, where we ask individuals what matters to them. We then develop a tailored plan, led by the person and their priorities, connecting them to community resources, groups and support services, learning and volunteering opportunities and peer support networks.

During 2023-24 the Primary Care Link Workers received over **4000 patients referrals** from members of staff working within GP surgeries, Adult Social Care, Local Area Coordinators and through self-referrals using our dedicated Social Prescribing phone (01904 437911).

“I think every time we’ve had an appointment there’s been progress and it keeps me going in the right direction. I feel more like I’m on track. I know it’s a long journey but I’m feeling positive – Patient”



The PCLW’s also record how many GP appointments and how many A&E visits a patient had 12 months before working with a social prescriber and then the 12 months after, this can then show how social prescribing supports someone's health and wellbeing, and how an individual can manage their own health and wellbeing. Of those patients who agreed to be recorded, we found that on average across the four Primary Care Networks individual patients experienced up to:

94%

94% of patients reported that they were more satisfied with their lives after having input from the social prescribing team.

94%

94% of patients felt happier after having input from the social prescribing team.

86%

86% of patients felt less anxious after having input from the social prescribing team.

60%

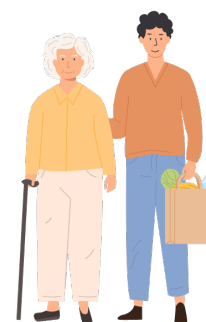
60% reduction in GP attendances with the patients that we have worked with.

75%

75% reduction in A&E attendances with the patients that we have worked with.

All patients who accessed our service saw an improvement in at least one area of their life.

“My social prescriber is a treasure, it felt like I had a friend who was helping me and supporting me just that little bit to get to my goals. – Patient”



Ways to Wellbeing

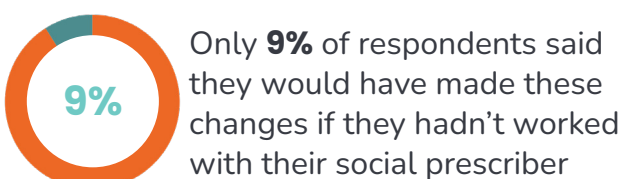
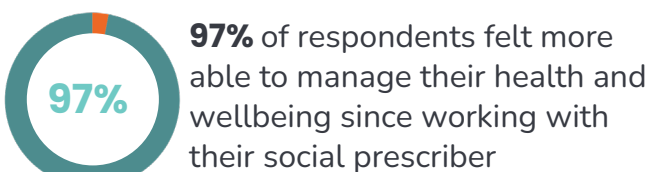
Throughout the year the Ways to Wellbeing (W2W) team continued to receive referrals from York Teaching Hospital (YTH) along with community-based health and wellbeing teams.

The team received **242 referrals** of whom 60% were over the age of 80.

People referred via the Frailty Hub needed support with the following:

- Social isolation/social interaction
- Carer strain
- Support with health and wellbeing
- Benefits/housing support
- Bereavement support
- Access to food
- Support around addiction
- Falls
- Self-neglect/safeguarding
- Acopia
- Grief Reaction

The W2W team formed part of the multi-disciplinary team which worked in partnership at the Frailty Advice and Guidance Hub. This innovative project represented a significant milestone as it enabled the VCSE sector to be a key partner within the multi-agency team. Its success has been possible thanks to the collaborative efforts of health, social care, and the VCSE sector; establishing a strong foundation for future partnerships.



Funding for Ways to Wellbeing was brought to an end in March 2024 due to funding cuts.



Hospital Discharge

To enable more patients to be safely discharged from York Hospital, York CVS, together with our VCSE partners, developed and coordinated a smooth referral pathway.

We supported **486 patients** throughout the year. The VCSE sector multi-disciplinary team included:

- York CVS
- Age UK York
- York Carers Centre
- North Yorkshire Sport

Scan this QR code using your smart phone to watch the Hospital Discharge YouTube video.



York Ending Stigma



York Ending Stigma (YES) campaigned to end mental health stigma and discrimination in York through the voice of the volunteer Champions who shared their lived experiences of mental illness in a variety of creative ways.

During 2023-24, the YES project continued to focus on reducing mental health stigma in our communities and our workplaces. Key areas of work included the screenings of the WHY Suicide Prevention film, the creation, printing and circulation of a WHY Suicide Prevention book and leaflets, and a series of podcasts about a range of issues linked to removing the stigma of mental illness. In addition

we worked with York College to develop a workshop aimed at reducing suicide in young men.

The YES Co-ordinator and YES Champions also held information and engagement stands at key events across the city, took part in radio interviews, created vlogs and blogs, and shared their experiences as a 'book' for a Living Library Event held at York Explore.

Are you a member of York CVS?

By becoming a member of York CVS you will gain access to regular updates about our training, events and funding opportunities.

FREE

What are the benefits of becoming a Full Member of York CVS?

As well as joining a network of hundreds of local Voluntary, Community, and Social Enterprise (VCSE) sector organisations, becoming a Full Member of York CVS also gives your organisation access to:

- The latest VCSE training and voluntary sector forums
- Free funding alerts and guidance
- Access to Members only training;
- Regular Members' Update e-newsletters – providing you with the latest news and resources to help your VCSE organisation to thrive
- Voting rights at our AGM to help shape the services we deliver in the future!

York CVS advocates on behalf of our members and York's VCSE sector as a whole. By engaging with our members and working in partnership, we aim to positively influence strategic decision making, challenge local issues and tackle inequalities. The more members York CVS has, the stronger the VCSE sector's voice is within York!

Become a member

To find out more and become a Full Member of York CVS, scan this QR code using your smart phone. This will take you to Membership webpage where you can discover more about the benefits of becoming a Member.





SCAN ME

Priory Street Centre

A conference centre **making a difference**

Profits from our conference centre go towards supporting our vital work in York.
So, your booking really does make a difference!

The Priory Street Centre also provides long-term office space in central York for 20 different VCSE organisations and discounted rates for the sector.

The Main Hall



Clementhorpe Room



Micklegate Room



Denham Room



Foxwood Room



Visit priorystreetcentre.org.uk, call 01904 621133 or email bookings@yorkcvs.org.uk



www.yorkcvs.org.uk

Tel: 01904 621 133

Priory Street Centre, 15 Priory Street, York YO1 6ET
Monday – Friday 9.00am – 4.30pm

Follow us



@YorkCVS



SCAN ME

York Centre for Voluntary Service is a Registered Charity (no. 225087)
Company Limited by Guarantee, Registered in England (no. 493550)

**Scan this QR
code to view
our full impact
report.**