Harrogate & Ripon
Centres for Voluntary Service
Impact Report 2018 - 2019

Making a Difference

Supporting Communities, Charities and Volunteers
to make the Harrogate District a great place to
live and work

Promoting voluntary and community action in
Harrogate, Ripon, Knaresborough, Masham
Boroughbridge & Pateley Bridge
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Some names in our case studies have been changed.

What we did this year

- Increased our organisational membership to involve 205 members
- Supported 190 organisations to recruit volunteers for over 400 different roles
- Connected 212 people at 13 network meetings
- Kept over 3,000 contacts and local organisations informed with our newsletters, specialist and fortnightly e-bulletins and daily social media updates
- Provided a voluntary car driving service for 10,495 journeys
- Completed 368 gardening, decorating and DIY jobs for local people in need
- Involved 98 volunteers who supported nearly 900 people to live independently

Over 100 trained volunteers were involved in directly supporting our work and contributed 300 hours each week. We wouldn’t be able to do what we do without their dedication and commitment.

Thank you to all our volunteers.

Our Vision
People in the Harrogate District benefit from leading fulfilling and active lives and make a positive contribution to local community life.

Our Mission
To support our communities, charities and volunteers to make the Harrogate District a great place to live and work.

Our Values
Integrity, Professionalism, Independence, Equity, Empowerment, Participation and Social Justice, Appropriate Funding, Collaborative Working.
HARCVS Chair
John Fox

HARCVS continues working in partnership with a wide range of voluntary, public and private sector organisations, connecting and collaborating to support local community and social action.

During the year HARCVS took over ownership and management responsibility of Community House from Harrogate Community House Trust. I would like to record our thanks to the Trustees of Harrogate Community House Trust, particularly the founders, for their commitment and vision to support the voluntary sector by providing affordable accommodation.

Harrogate Easier Living Project (HELP) continues to offer a range of practical support services for older, disabled or vulnerable people. The services are principally funded by North Yorkshire County Council and Harrogate Borough Council, with financial and volunteering support from both local and national organisations.

I congratulate the HELP team for all their work and commitment over the year supporting people through the Help at Home, Here to HELP, Voluntary Car Driving and Ripon & Rural Befriending Services.

I thank my fellow Trustees for all their support over the year. They are a great group volunteering their time to support HARCVS.

HARCVS have a hard working staff team led by Chief Executive, Karen Weaver, who have continued to be dedicated and committed to the organisation and the voluntary sector despite having gone through some challenging times.

Finally, I thank everyone who works in the voluntary sector and all the volunteers who donate their time, for making our community a great place to live. We all appreciate your contribution.
I can hardly believe that this is my 11th year in post at HARCVS. The years have flown by and each one has brought new challenges, new opportunities and always great satisfaction from working with a fantastic team of staff and volunteers in our beautiful Harrogate District. Our charity has always been a multi-purpose charity and the variety of services we offer has contributed to our sustainability throughout its history.

2018/19 was a year of consolidation for our core CVS services, following major changes in funding the previous year. Continued core grant funding from Harrogate Borough Council has been vital to our ability to offer support to charities and volunteers, and we thank them for their support.

Feedback from our customers tells us they value our information services, including the Where to Turn Community Information and Volunteering Directories. We invest in ensuring that these are kept up to date and accurate and widely promoted locally, to both the public and professionals.

Bringing voluntary sector colleagues together continues to be vitally important and we aim for our forums to be friendly and welcome opportunities to take time out from the demands and pressures of the “day job”. Through these meetings information is shared, problems are solved and issues identified, and armed with this intelligence we help to ensure the local voluntary sector is not overlooked by public and private sector partners.

The voluntary sector is about people, and they deserve good quality places to work and meet. Therefore taking on responsibility for the ownership and management of Harrogate Community House has been a great honour and adds to our ability to support the local sector ongoing, working with our 15 tenants and 100’s of meeting room users.

Growing local giving is vital for the future sustainability of our local voluntary and community sector. It has been brilliant to work with our partners Two Ridings Community Foundation and Harrogate Borough Council on the continued development of THE LOCAL FUND, with the first grants allocated in 2018.

We have also supported THE LOCAL LOTTO to launch successfully, raising over £50,000 for local good causes in Year 1.

We were delighted that Harrogate Easier Living Project (HELP) was awarded the NYCC Prevention and Wellbeing Contract for the Harrogate District with our local partners Boroughbridge Community Care and Supporting Older People. Delivering more services with reduced funding is not going to be easy but we now have the opportunity to build on all our shared experiences of tackling loneliness, working with our dedicated staff and volunteer teams. We are also supported by the most amazing crew of voluntary car drivers, who completed over 10,000 journeys last year, many for health related trips.

Right now it seems really vital to give people hope for a positive future. HARCVS will continue to be bold and brave in encouraging generosity and kindness and working in partnership to ensure that everyone in our District can feel part of and supported by our community.
Making a Difference:
How we Give Hope for a Positive Future

How we Help & Connect

- 190 organisations supported to recruit volunteers to over 400 different roles
- 760 community activities supporting well-being listed in our Where To Turn Directory
- Over 900 local community contacts kept informed of local news with our bulletins
- 13 local network events connecting 212 colleagues who support local people
- 10,495 journeys for people who cannot access transport
- Over 55,000 miles travelled by our volunteer drivers
- 32 isolated people have a volunteer befriender to help overcome feelings of loneliness
- 98 volunteers supported nearly 900 people to live independently
- £41,897 funding distributed to 22 projects in Harrogate District through THE LOCAL FUND partnership
- 368 practical jobs around the home such as gardening, decorating and odd jobs
- 300+ hours per week given by our volunteers to support local people

Harrogate & Ripon Centres for Voluntary Service

THE LOCAL FUND
THE LOCAL LOTTO
Signposting
Research
Evidence of need (Vital Signs)

Online directories:
- Community Information
- Volunteering opportunities
Marketing & promotion of the VCS
Newsletters & bulletins
Digital communications

CONNECTING AND COLLABORATING

HELP
Fulfilling & Active Lives
Helping people stay safe & well at home supported by volunteers
Support for Local Community Fundraising
“Where to Turn” Provision of local voluntary & community sector information services
Support for Local Community & Social Action

Voluntary Car Driver Services
Help at Home
Prevention & wellbeing
Befriending
Social activities

Harrogate Community House
Forums & networks
Events
Training
Championing the role of the voluntary & community sector
Championing & celebrating volunteering
Press & media liaison

Plan on a Page October 2018
Support for Local Community and Social Action

HARCVS supports local voluntary organisations and community groups to strengthen their organisations by being better informed, increasing skills and being more aware of emerging local needs and priorities. We provide opportunities to network, work in partnership and to be involved and to influence local decision making.

Connecting and collaborating continues to underpin all our work.

We organised and supported 13 forum and network meetings attended by 212 people.

‘You bring organisations together - your address book, local knowledge and contacts are much valued.’

‘I value the networking and morale boosting.’

**Harrogate District VCS Chief Officers and Chairs Group** is a network of 85 decision makers able to share news, views, the challenges of managing change and opportunities for funding and working together. Health and social care colleagues attended meetings to share updates about plans for integrated care. Members of the Group were able to highlight the need for partnership working and a viable voluntary sector which underpins local care in the community.

‘I have enjoyed attending and I really think these meetings are important. They are always well planned and delivered with minutes provided very promptly.’

‘Good knowledge, contacts and networking, enabling effective communications and relationships.’

**Connecting Ripon** is a thriving partnership group, supported by a small grant from Ripon City Council, which has grown to over 90 members. Voluntary, community and faith sector organisations work together to strengthen volunteering and community connections in Ripon and the surrounding villages.

‘This is just a life line. I don’t know why everyone doesn’t come along to these meetings!’

‘Your work in Ripon has been invaluable in terms of bringing people together. The Connecting Ripon meetings are well attended and extremely worthwhile in terms of sharing good practice, taking part in local decisions and thrashing out ideas, not to mention problem solving.’

96% of member survey respondents would speak highly of HARCVS.

We work with volunteer-involving organisations to adopt good practice in volunteer management. Support includes information updates, facilitated networks and training for volunteer organisers.

Volunteer managers are supported so that they are able to recruit and manage volunteers effectively. 8 volunteer managers accessed free training on developing a mutually beneficial volunteering relationship with business.
Support for local community and social action

52 volunteer managers attended our peer support network. Sessions included plotting the ‘volunteer journey’ and looking at the key features of a quality volunteer experience.

‘Thank you for the fantastic supportive meeting yesterday. HARCVS is so useful to us to make sure we are serving our volunteers to the best of our ability.’

In between meetings, the regular newsletter for the Harrogate District Volunteer Managers Network keeps over 500 local volunteer managers up to date with training opportunities, national policy, resources and local information.

190 organisations were supported to recruit volunteers for over 400 different roles.

Local volunteering opportunities and the benefits of volunteering are promoted through social media, promotional postcards, booklets of opportunities for each area of the district and partnerships with local organisations.

We also invest resources behind the scenes to make sure potential volunteers have the best possible experience by following up enquiries made through the online Volunteering Directory with volunteer managers so that timely responses are made and any issues resolved.

65 people participated in 16 free or low cost workshops which took place at local community venues.

We were delighted to be invited for the 2nd time to run our ‘See and Be Seen’ workshop at the Duke of York’s Community Initiative Annual Conference. The workshop gives community organisations practical hints and tips on how to improve their visibility in the community.

‘The workshop has helped a lot to look at my organisation in a different angle, to be more productive and to bring more donors and funding.’

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Regular Social Media Surgeries provide groups with free 1 to 1 support on how to use Twitter, Facebook and other free online tools to engage with their community, promote what they do, recruit volunteers and fundraise.

‘The social media surgery was very helpful for our charity and we have already put some of the tips into practice.’

We continue to champion and celebrate local volunteering and HARCVS is a partner for the Harrogate District Volunteering Oscars, organised by our Chair, John Fox. The 11th Annual Awards Ceremony on 2 November 2018 was an inspiring event with over 380 people attending. The annual celebration helps to raise the profile of local volunteering and the wide range of roles for people of all ages in the area.
During the year we have been supporting a local founders group to bring a nationally-led active volunteering programme to Harrogate.

90% of respondents thought we effectively championed and advocated on behalf of the Harrogate district voluntary and community sector.

Our HARCVS Chief Executive is a director of Ripon Together Community Interest Company, a not for profit organisation dedicated to improving the environmental, economic and social sustainability of the city.

We provided support during the year for events, including the hugely successful Ripon Remembers programme in autumn 2018, marking the centenary of the end of WW1 in the city. Since January 2019 HARCVS has also been providing governance and admin support to the board, including membership and communications.

‘I’m so glad I’m still involved with the wonderful HARCVS! You’re all so helpful, accommodating and positive!’

HARCVS has a place on the Harrogate District Public Services Leadership Board representing the local voluntary and community sector and plays an active role in the My Neighbourhood programme, supporting local neighbourhood community development.

We liaise with NYCC Stronger Communities and Living Well teams to ensure co-ordination and help organisations secure Stronger Communities investment for development, and we keep in regular contact with Harrogate District Chamber of Commerce Trade.

98% of member survey respondents were satisfied with the support they received from HARCVS.

HARCVS champions and advocates on behalf of the voluntary and community sector to ensure that the valuable contribution made is recognised and that the sector plays an integral part in local planning and policy making. We are involved in a variety of partnerships where we share learning and issues gleaned from our wide range of connections and we encourage collaboration wherever possible to make best use of resources for local people.

‘The key elements assisting all in the sector are the information and influencing roles which small organisations on their own would be unable to do so effectively.’

HARCVS has a track record and on-going ability and engagement on a number of fronts, which help to influence local policies and strategies.’
We provide a wide range of information, networking and learning opportunities and promote voluntary sector services, events, jobs and volunteering opportunities via our extensive networks.

‘Always very welcoming, helpful and responsive to queries and provide excellent information and support. Your time and expertise is much appreciated.’

‘Information/resources are readily available and valuable to the community.’

The HARCVS fortnightly e-bulletin kept a network of over 900 contacts informed.

‘The newsletter is very valuable. I know of no other organisation which provides the detail and quality of information that is also relevant to Harrogate area. There is plenty of information about national matters from several sources but it is information relevant to our locality that is needed.’

‘This is such a great bulletin and one of the few emails I get I look forward to reading each time as it’s so helpful. It’s a fantastic tool and I’ve benefitted hugely from them over the years.’

Our online Where to Turn and Volunteering Directories are at the heart of our information service. We work hard to ensure that both are up to date, accurate and widely promoted so that they are the first port of call for people looking to get involved.

Our online Volunteering Directory helps people find local volunteering roles to match their interests, availability, location and needs. There are 200 opportunities listed. We also have booklets available for people who prefer to browse this way.

The HARCVS fully searchable online ‘Where to Turn’ directory contains over 760 charity services and community activities supporting good health and wellbeing.

‘The in depth information is up to date and relevant, I don’t see this from the other areas we work in.’

‘An easy to access and understand website. I think the directory is great. Please continue to provide your excellent service.’

We very much enjoy being out and about in the community and participated in a variety of local events, raising the profile of volunteering, awareness of our services and the wide range of community activities in our area.
Where To Turn information services

Our community events calendar lists around 60 forthcoming events at any one time for charities, volunteers and people in our communities to connect, learn and have a good time!

At Harrogate Community House reception we meet and greet thousands of visitors and callers and ensure they receive a warm welcome, helpful information and advice. We also keep the Community House Information Centre up to date with a wide range of literature on local activities and services.

Five free HARCVS Introduction Sessions helped connect new colleagues from statutory and voluntary organisations. Health and social care professionals became more aware of local voluntary sector services and how to refer people they support.

‘The info sessions are excellent. Really opened my eyes as to how much help there is out there.’

‘I really enjoyed it and used Where To Turn as soon as I got back to the office, thank you.’

100% of attendees found the session valuable and would recommend a colleague to attend.

‘Informative and inclusive. Demonstrates how your services support people in need in the area.’

‘As an Occupational Therapist newly in post in Harrogate, I feel I can now signpost people to services or people interested in volunteering.’

‘Having a local source of knowledge will always be important.’

We are active on social media promoting the local voluntary and community sector, with over 3,900 twitter followers, and we have strong links with the local media, contributing two monthly columns to highlight the work of charities and volunteers in the local newspapers.

‘Without HARCVS information I would not get to know what is happening in Harrogate district. It often helps me to support parents, young people and children better by being able to pass on relevant information and signposting. I also share with other colleagues across North Yorkshire.’

190 ORGANISATIONS were supported to recruit volunteers for over 400 different roles

760 ACTIVITIES SUPPORTING WELLBEING listed in our Where To Turn Directory

212 PEOPLE CONNECTED AT 13 NETWORK MEETINGS becoming more aware of local needs and priorities

96% OF MEMBERS would speak highly of HARCVS

65 PEOPLE JOINED 16 WORKSHOPS increasing skills and knowledge
Support for local community fundraising

It is part of our role to ensure that the Harrogate District voluntary and community sector is resilient and well prepared, and we continue to work in partnership with Harrogate Borough Council and Two Ridings Community Foundation to develop THE LOCAL FUND for the Harrogate District, which launched in January 2018.

The ambition is to build a substantial endowment fund that can be easily accessed by local charities to help them meet the local needs.

In 2018 £41,897 was distributed to 22 projects benefitting 7,208 local people across the Harrogate District.

Funding is focussed on tackling the key local issues of mental health and wellbeing, inequality and hidden poverty, loneliness and social isolation, identified in the Harrogate District Vital Signs report.

‘Having the support of local funding has made a huge difference to us. We used our LOCAL FUND award to provide better access for our members with restricted mobility.’

We are growing a network of supporters and beneficiaries, ‘Friends of THE LOCAL FUND’, who will help shape the fund. During the year, Friends enjoyed a programme of events, with supporters Rudding Park, The Majestic Hotel and Horticap providing excellent venues. New links to grow local giving were made at the Yorkshire Business Market and with Harrogate Chamber of Commerce.

Business partner Rudding Park launched an employer supported volunteering programme matching staff volunteers to 7 local charities. Volunteers spend a day a month sharing their skills to help their partners with a variety of challenges.

In partnership, we also support and promote THE LOCAL LOTTO for the Harrogate District which launched in 2018.

In the first year over 80 local good causes signed up to sell tickets to over 960 players, raising over £50,000, of which £12,000 will go to THE LOCAL FUND.

‘Let us pool our resources, our talents, time, money and passion in the belief that every one of us can make a difference and that together our impact is greater than simply the sum of our parts.’
Helping people to stay safe & well at home supported by volunteers

Harrogate Easier Living Project (HELP)
Most people want to remain living independently for as long as possible. However, this can be challenging if you are frail, living with disability or long-term physical or mental health conditions. HELP assists people across the Harrogate district to stay safe and well supported at home. We do this by providing services aimed at promoting independence and tackling loneliness.

To ensure those who need it have access to affordable support, our services are provided at a very low cost, or free of charge. Priority is also given to people living without a local support network.

Over the year, an increasing number of people accessed several of our services. This is in line with our aim of providing a tailored package of support, both within and outside the home, based on individuals’ needs.

Our work would not be possible without our army of volunteers, who provide assistance with an array of activities, including befriending, driving and practical work.

98 volunteers gave an amazing 300 hours every week to support nearly 900 local people to live independently.

Case study
Having volunteered with the Help at Home team for several years, Sally decided to give volunteer driving a go. She enjoys the flexibility and volunteers around the times when she is free.

She also likes having a regular catch up with her passengers. ‘We pick up where we left off each week. Helping someone get from A to B is such a small thing to do but my passengers are so grateful. It makes such a difference when they are not mobile and struggling with transport.’

‘Having to give up your car is like giving up your independence for so many people. Helping them to get out and about gives you such a feel good factor. I would say to anyone thinking about volunteer driving to give it a go.’

Our volunteer drivers covered over 55,000 miles helping people stay connected with their communities.
Helping people to stay safe and well at home

Case study
When Jonathan found himself with some spare time on his hands, he approached our Help at Home service to offer his practical skills. During his weekly volunteering, he lends a hand with gardening, decorating and odd jobs for local residents struggling with practical jobs around the home, which he finds very rewarding.

‘As a result of receiving our service, many residents feel happier about living at home and no longer frustrated about not being able to complete the work themselves. I also like the fact that just by having a chat, it can also make their day.’

Jonathan also feels he benefits from his time volunteering: ‘I’m certainly more chatty and have more confidence. Each job brings a different challenge and so you gain experience to carry forward to the next.’

His message to potential volunteers is: ‘Do it! Everybody is so friendly, and if you’re not sure about anything there is always someone to help.’

We are also grateful for the volunteering and financial support from both local and national organisations:

Thanks to:

Help at Home
‘Help at Home’ assists older and vulnerable people with practical tasks around the home such as seasonal garden tidies, decorating, basic repairs and other one-off practical tasks.

Our skilled staff are assisted by a dedicated group of volunteers who enable us to complete jobs more quickly and reduce waiting times for support.

This year we provided 1,491 hours of support for Harrogate Borough Council tenants, a 29% increase on the previous year.
Helping people to stay safe and well at home

Living alone can make people feel more vulnerable to being a victim of crime and to rogue traders. Over three quarters of people who use our service tell us they don’t know who else to trust and appreciate our reliable, trustworthy and friendly team. Nearly two thirds regard us an important part of their support network.

‘As a single mum struggling through serious trauma your service was so helpful.’

‘I was so happy with all the work that was done. The volunteers were so helpful and left everything tidy.’

Case study
When Mary started experiencing problems with her hip, she found herself unable to keep up with her large garden. She felt guilt about letting her neighbours down. With family abroad, Mary felt she had no one she could turn to. Age UK, who were supporting Mary at the time, suggested she get in touch with Help at Home to assist with cutting back the overgrown hedges.

As Mary’s physical health continued to deteriorate, she experienced panic attacks. ‘I felt very down about having to make adjustments to cater for my physical health. I also felt an immense pressure of having to cope in this fast moving world.’

Mary was concerned that slimy paths might cause her to fall, as she uses them to access her side door. Our team now pressure wash the paths every year.

‘As you get older, you start to realise you can’t do everything you used to be able to. Help at Home have been absolutely wonderful! They come out once or twice a year and just help me with all those small things that start to become a worry.’

An electrician had quoted £100 to fix the light at her back door and Mary had been making do with a torch until we replaced the light with a long lasting LED lamp. ‘I’ll be right as a bobbin now when I’m coming back home in the dark. It’s just these little things that make such a big difference.’
Helping people to stay safe and well at home

Social activities and befriending

A change in circumstances, such as bereavement or a period in hospital, can often reduce independence. For example, getting out and about often becomes more difficult if people are in ill health or are lacking in confidence. In turn, this can lead to people feeling disconnected from their local community.

In response to our new North Yorkshire County Council Wellbeing and Prevention Contract, we restructured our Opening Doors service in 2018/19 to provide information and signposting, as well as befriending and a range of social activities.

Our signposting service is designed to help people engage more with the groups and services in their local community. This service is especially valuable for those who can’t, or don’t want to, find information online. This can be over the phone, by calling in either at Harrogate or Ripon Community House, or by attending one of our “Here to HELP” information sessions or talks.

‘I am so grateful to you all. It is reassuring to know that you are at the end of the phone.’

Our monthly craft group has flourished with people forming a bond over group and individual craft projects and our ‘Oaks and Acorns’ intergenerational group brought older people together with young children to enjoy group activities, as well as make new connections with their peers and volunteers.

‘Everyone is so friendly. It would be impossible not to enjoy the Oaks & Acorns sessions.’

Case study

Marian is an older lady from the Boroughbridge area who is living with poor mental health, as well as some mobility issues.

Marian was initially referred to us by Victim Support in 2018 as a victim of anti-social behaviour when we helped her by putting up dummy cameras as well as decorating one of her kitchen walls.

We returned a few months later to clear Marian’s front garden which was very overgrown. This has reduced her visibility as a vulnerable target for anti-social behaviour and increased her ability to enjoy life without any harassment.

‘Your team are so friendly and do a smashing job and don’t leave any mess. A big star for them!’

Harrogate & Ripon Centres for Voluntary Service
People needing more practical or emotional support are matched with a befriender, through our Ripon and Rural Befriending Service or through one of our two partner organisations, Supporting Older People and Boroughbridge Community Care.

Case study
Christine has memory problems and was referred to us by the Living Well team. As well as using our driving service to attend the memory clinic, Christine has a volunteer driver to get to health appointments, the leisure centre and the shops.

On discovering her love of craft, we encouraged Christine to come along to our craft group. Christine has now rediscovered her love of knitting and is working on a blanket. She is also enjoying a group project for Bettys and Taylors of Harrogate, to commemorate their 100th year in business.

Christine has liked socialising with craft group members and was delighted to catch up with another attendee, whom she used to volunteer alongside.

Voluntary Car Driving Services
Our ‘Driving Force’ voluntary car driving services operate out of our Harrogate and Ripon offices. With the assistance of over 60 volunteer drivers, passengers are supported to attend medical appointments, make social visits, attend day centres and make essential trips such as shopping or banking.

10,495 JOURNEYS provided for people who cannot access transport

OVER 55,000 MILES travelled by our volunteer drivers

3/4 OF OUR DRIVING FORCE CLIENTS feel more able to access activities and appointments

As well as giving help for local journeys, volunteer drivers provide transport to medical appointments further afield. They regularly make the journey to hospitals in York, Northallerton and Leeds. People who use this service tell us how valuable it is, providing peace of mind about both the cost and having a reliable, friendly driver they can trust.

‘Getting to St James’ hospital in Leeds used to be a nightmare. Driving Force has really helped to get to my appointments.’

Where passengers go on regular journeys, they are often matched with a driver. Passengers look forward to the chats they have en route, with many considering their drivers to be part of their social network.

‘It feels so much more personal and caring than being in a taxi and it is wonderful to have a lift back home from my appointment too. Your service is extremely helpful.’
Helping people to stay safe and well at home

Case study
Jean has been using our voluntary car driving service in Ripon every week to visit her disabled daughter in a Knaresborough care home and thinks the service as ‘first class’.

The prohibitive cost of taxis meant that Jean was struggling to visit her daughter as much as she would like. Now, she has a regular volunteer who picks her up at home, and stops off at the shop so she can pick up some fruit or flowers for her daughter on the way. While Jean is able to spend a couple of hours of quality time with her daughter, her volunteer takes her dog for a walk around the beautiful Knaresborough countryside – a win:win situation for all involved.

‘My volunteer is so dependable and has become like a friend to me. I have full confidence in the service and I honestly don’t know what I would do without it.’

Case study
Due to a chronic health condition, Alison needs her dressings changing at the local surgery. As taxis were proving unaffordable, a team of volunteer drivers have helped Alison get to the surgery several times a week over the last 12 months.

‘It can be nerve racking having a driver you have never met before, but it hasn’t been that way with any of your drivers. I feel so at ease with them all. They are all so friendly and obliging. It’s like catching up with an old friend each time I see Mike. I am so grateful your service is there.’

Case study
Cecily is in her nineties and uses Driving Force to attend a weekly tea dance where she enjoys meeting long-standing friends, something she wouldn’t be able to afford to travel to otherwise.

‘I feel I can trust your drivers. They are always so courteous and help me walk down the drive, seeing me safely back into the house. I always sing your praises and told my doctor about you so she can spread the word to other patients too.’

Our amazing volunteer drivers achieved 10,495 journeys over the year, averaging 874 journeys per month.
Helping people to stay safe and well at home

Ripon and Rural Befriending Service

Apart from the practical challenges of living alone, many local people find it can be very isolating. Our Ripon & Rural services provide company and support.

We supported an average of 87 people per month over the period April to December 2018, through regular one to one visits from our highly skilled support workers and support to three regular lunch clubs in Grantley, Kirkby Malzeard and Masham. These lunch clubs began to run independently from 2019.

During 2019 we have been expanding our volunteer befriender service, recruiting 13 new befrienders so far. Volunteers are matched with people living alone, based on mutual interests, and they take the time to chat and listen to any worries or concerns.

‘My volunteer is very friendly, amiable and willing. She has cheered me up no end since she started coming.’

‘Everybody I’ve met from the service has treated me with respect and dignity. They have listened to any concerns I have.’

Our support is centred around individual needs. For example, we regularly telephone some people who are happy to keep in touch this way. Others are matched with a befriending volunteer who can help with a bit of gardening or may accompany them to the local shops.

We were delighted to be approached by the United Benefice, a group of five Anglican churches in Burnt Yates, Bishop Thornton, Markington, Ripley and South Stainley. Keen to get involved in the development of befriending and driving services for people in their communities, an enthusiastic team of volunteers worked alongside us to promote volunteering and to reach new people in these areas.

Through the support and encouragement of our befrienders, many people start to regain confidence about living independently. Volunteers help some people make the first step to getting out more and nearly half of all people supported also started to use our voluntary car driving service.
Helping people to stay safe and well at home

Case study

Andrew is a volunteer befriender who also helps people with DIY and odd jobs for the Help at Home service. He enjoys these roles and says:

‘I feel very supported in my role with HELP Ripon & Rural so am keen to be as flexible as possible in the time and support I have to give.’

Andrew looks forward to his weekly visits for a chat with a gentlemen who struggles to get out of his house.

‘We’ve developed a real friendship and I hope I make a small difference to his week.’

Recently he helped a lady with dementia, who had to move into sheltered housing at short notice, to unpack and settle into her new and unfamiliar surroundings.

Case study

Elizabeth has been receiving home visits for several years, which has enabled her to talk through her worries and enjoy the company of a friendly, familiar face. Following a decline in her physical health, Elizabeth was recently forced to give up driving.

‘I miss driving so much, especially for little journeys, such as getting to the post office and to my exercise class. I’m also worried about falling and I get these panic attacks. It’s awful. I would be stuck without your drivers.’

With encouragement, Elizabeth has also started to go shopping and visit the bank, which she was finding difficult to achieve on her own.

When Elizabeth’s dog became ill, we accompanied her to the vet and stayed through the consultation, helping to ease her distress.

Elizabeth is also starting to venture out to local places of interest with her volunteer, helping her to feel more positive about life and her abilities.

‘We noticed a difference in mum since she received your support. She has been noticeably happier and more positive. The activities have given her something to talk about. In the past when we would talk she would concentrate on negative issues and ailments rather than positive things.’

‘The service has lessened the worry for us as family too. She now appears more resilient and less inward thinking. A big thank you for the positive effect on my mother’s mental and physical health and wellbeing.’

Harrogate & Ripon Centres for Voluntary Service

THE DIFFERENCE WE MAKE

3/4 of our driving force clients feel more able to access activities and appointments

100% of clients are either ‘very satisfied’ or ‘satisfied’ with our services

97% of befriending clients say their overall quality of life has improved

93% of Help at Home clients say we are reliable and friendly
How we are funded

<table>
<thead>
<tr>
<th>Income</th>
<th>2019</th>
<th>2018</th>
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<tr>
<td>Donations and legacies</td>
<td>£78,973</td>
<td>£52,435</td>
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<td>Core charitable activities</td>
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<td>Forums and Events</td>
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<td>Service Delivery</td>
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<td>Investment income</td>
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<td><strong>Total income</strong></td>
<td><strong>£384,642</strong></td>
<td><strong>£323,481</strong></td>
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<tr>
<th>Expenditure</th>
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<td>£101,670</td>
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<td>Costs of Generation Funds</td>
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<tr>
<td><strong>Total expenditure</strong></td>
<td><strong>£432,950</strong></td>
<td><strong>£360,827</strong></td>
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HARCVS finished the year with an overall deficit of £48,308, which was better than the planned budget deficit for the year of £51,953. This was made up of deficits of £24,678 within unrestricted funds and £23,630 within restricted funding relating to expenditure of funds received in the previous year.

In addition, but below the bottom line on our Income & Expenditure account, we received the donation of the Harrogate Community House Building and an additional £64,894 of restricted funding from the dissolution of Harrogate Community House Trust Ltd.

Like many charities, HARCVS has continued to deal with the impact of reductions in public sector funding and increased competition for other sources of funding. With careful management of costs and some new funding from other sources we have mitigated the worst of these difficulties.

Total income was £384,642 (£323,481 in 2017/18) with the increase reflecting delivery of accommodation services (predominantly via rental income) generated from acquiring Harrogate Community House.

Expenditure also increased in the period to £432,950 (from £360,827 in 2017/18), reflecting increased activity, service delivery and expenditure relating to Harrogate Community House.

The trustees were comfortable with the overall results.

Thank you to the following for their financial support:

Our key funders: North Yorkshire County Council for practical support services and vital annual core funding support from Harrogate Borough Council

- 29th May 1961 Charity Trust
- Beatrice Laing Trust
- Bettys & Taylors of Harrogate
- Bilton Gala
- Card Factory Foundation
- CNG Ltd
- Community First Yorkshire
- Harrogate MG Club
- Harrogate Round Table
- Knaresborough Lions Community Fund
- Liz and Terry Bramall Foundation
- THE LOCAL LOTTO
- Marks & Spencers
- MHA Martin Grange
- Moto in the Community Trust
- NYCC Councillors (Margaret Atkinson, Richard Cooper, Mike Chambers, Paul Haslam, John Ennis, Jim Clark, Michael Harrison, Don Mackenzie)
- Persimmon Homes
- Ripon City Council
- Robert McAlpine Foundation
- Roosters Brewery
- The Rotary Club of Harrogate Brigantes
- Saints Plant Stall
- St John’s & St Luke’s Churches
- Sylvia & Colin Shepherd Trust
- Two Ridings Community Foundation
- West Riding Masonic Charities Ltd
- Zurich Community Trust

Thank you also to all the individuals who have kindly donated to us throughout the year and everyone who has supported HARCVS and HELP.
Who we are
October 2019

The HARCVS Staff Team
Karen Weaver  Chief Executive
Caroline Armitage  Office & Business Co-ordinator
Julie Boothman  Reception
Angela Jones  Information & Communications Officer
Phil Newby  Finance Officer
Carol Rowe  Reception & Finance Assistant
Sheila Skinner  Reception & Admin Assistant

HARCVS services supporting people to live independently at home:

HELP (Harrogate Easier Living Project)
Frances Elliot  Head of Practical Support Services
Lizzie Hughes  Project Development Worker
Anna Woollven  Project Development Worker

Harrogate based services
Christine Turner  Service Co-ordinator
Jen Sonley  Service Support Worker
Andy Storr  Service Support Worker
Brian Trickett  Service Support Worker

Ripon based services
Julie Proudler  Service Co-ordinator
Susan Wells  Service Support Worker, Ripon & Rural Befriending Service
Malcolm Compton  Scheduler, Ripon & Rural Voluntary Car Driving Service
Alison Bradley  Administrator

Goodbye and thank you to those staff & volunteers who have left us during the past year
Helen Flynn and Debs Johnson  Service Support Workers, Ripon & Rural Wellbeing Service
Jackie Crewe  Project Assistant (January to June 2019)
Kevin Kelsey  Service Support Worker (Temporary) (May to July 2019)
Representatives of Member Organisations
John Fox  Fairfax Community Centre Chair (from November 2018)
Kevin Douglas  Harrogate & District Cycle Action Vice Chair (from November 2018)
Maurice Bull  Rotary Club of Harrogate
Ruth Newton  Sharow & Copt Hewick PCC
David Ashton - Jones  Disability Action Yorkshire (from October 2018)
Ian Bergel  Washburn Heritage Centre (from October 2018)
Tim Mallett  Tockwith Community Hub (from October 2018)
Andrew Marson  PCC of Bilton St John and St Luke (from October 2018)

Representative of Statutory Partner
Zoe Metcalfe  Harrogate Borough Council (from September 2018)

Co-opted Trustees
Beverly Richardson  (from October 2018)
Patrick Brady  (from October 2018)

Thank you also to those trustees who have served on the Board during the year
Jackie Snape  Disability Action Yorkshire (Chair to October 2018)
John Groves  Ripon Community House
Lindsay Mitchell  Arthritis Care Harrogate
Stuart Gregory
Pat Jones

Independent Auditor
J W P Creers
Genesis 5, Church Lane, Heslington, York YO10 5DQ

Why become a HARCVS trustee?
‘You’ll learn about yourself, about working with others from all different backgrounds and about the range of needs and services in our local area. It’s a great way to learn and develop skills. Whatever your age and background, you won’t be bored as a trustee and you are bound to develop knowledge, experience and skills that no course could possibly hope to offer you in a supportive environment and with great colleagues!’

Thank you to our HARCVS Associate Members:
Barchester Healthcare
Cards for Good Causes
Carefound Home Care
Fiona Friday, Harrogate Borough Council
Goldsborough Hall
Health & Healing Festivals
Home Instead Senior Care
Nicki Eyre, Transformational Coaching
Simon Benn, Jack Cherry
The Neighbourhood Project CIC
Sharron Cooney, Casey Morrison, Carlos Prieto, Macro Schubert, Mark Screeton, Dawn Walker, Lindy Webb, Kieran Young.
<table>
<thead>
<tr>
<th>Organisation</th>
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<tr>
<td>Abbeyfield (Ripon &amp; District) Society Ltd</td>
<td>Harrogate &amp; Knaresborough Toy Library</td>
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<tr>
<td>AB Welfare &amp; Wildlife Trust</td>
<td>Harrogate Baptist Church</td>
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<td>Action for Children</td>
<td>Harrogate Choral Society</td>
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<td>ActivLearning</td>
<td>Harrogate Christmas Market</td>
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<td>Age UK North Yorkshire &amp; Darlington</td>
<td>Harrogate District Biodiversity Action Group (HDBAG)</td>
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<td>Aldborough and Boroughbridge Show</td>
<td>Harrogate District of Sanctuary</td>
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<td>Alzheimer's Society</td>
<td>Harrogate District Over Fifties Forum</td>
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<td>Arch Resolution</td>
<td>Harrogate Fairtrade</td>
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<td>Arkendale Community Hall</td>
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<td>Artizan International</td>
<td>Harrogate Gateway Football Club</td>
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<td>ASBAH (North &amp; West Yorkshire)</td>
<td>Harrogate Heart Support Group</td>
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<td>Autism Angels</td>
<td>Harrogate Homeless Project</td>
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<td>Zero Carbon Harrogate</td>
<td>Why Not Join Us?</td>
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</table>

Thank you to the following organisations for supporting us:

- HARCVS Members
- Your Consortium Ltd
- Yorkshire Yoga
- York's Consortium Ltd
- Zero Carbon Harrogate

Why Not Join Us? HARCVS membership is free.
Harrogate & Ripon
Centres for Voluntary Service (HARCVS)

Tel: (01423) 504074
E-mail: cvs@harcvs.org.uk
www.harcvs.org.uk

Community House
46 - 50 East Parade
Harrogate HG1 5RR

Community House
Sharow View
Allhallowgate
Ripon HG4 1LE

Donate: www.harcvs.org.uk/donate

Harrogate Borough Council and Ripon City Council financially contribute to the provision of support to charities and volunteers in Harrogate District.