

Caring All together on Romney Marsh

Annual Report 2015/16



Our Mission:

"...to support people living on Romney Marsh and its surrounding rural areas who are socially isolated. Through this support we aim to improve people's well-being, to help people remain independent for longer and to enhance the quality of life of the rural communities where we operate. In pursuing this Mission we will treat people with dignity and respect."

Caring All Together on Romney Marsh

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Registered charity number 1067189



Management Committee 2015/16

Colin Potts - Chair
Karen Edmunds – Vice Chair
Ruth Smith - Treasurer
Bridget Baker
David Jackson
Sue Cox (stood down temporarily as she joined the staff team in April 2016)
John Wagstaff – co-opted
Shirley Looker – co-opted – resigned April 2016
Shuna Body – joined February 2016

CARM Staff

Helen Mattock	Manager
Kerry Fuller	Administration and Finance Officer
Fiona Godfrey	Reminiscence Co-ordinator
Amanda Harris left December 2015 and Sue Cox started April 2016	Assistant Reminiscence Co-ordinator
Rhia Hayward	Befriending Scheme Co-ordinator
Benedict Potts	Befriending Scheme Co-ordinator
Emma Wiltshire	Befriending Scheme Co-ordinator
Zena Pyott	Meeting Points Co-ordinator

We would like to take this opportunity to thank all organisations and grant givers for their financial support during 2015/16, some of whom are listed below:

Kent County Council, Big Lottery Fund, The People's Health Trust, Childwick Trust, W G Edwards Charity Fund, The Cole Charitable Trust, Shepway District Council Members Grant, Lydd Town Council, Dymchurch Parish Council, New Romney Town Council, Kent Community Foundation, Givaudan.

....and the many other group & individual donors and fundraisers all of which are very much appreciated.

Thank you.

Chairman's Report

I would like to start with a heartfelt thank you to all of you who supported CARM in the last year. We are fortunate as a charity to have such wonderful volunteers, staff and trustees without whom we couldn't have done so much. Thank you to all of them.

The economy and society is ever changing as the Brexit vote recently demonstrated and we have to ensure that we meet whatever challenges are thrown at us.

As a nation, we are getting older and unfortunately isolation and loneliness is sometimes a consequence. We all know people who are less mobile now than in their sprightly youth and although still strong in spirit are unable to meet like-minded people by themselves. Dementia is also on the increase as the population ages, but quality of life can be enhanced through the services we offer.

Our services run across all ages and all types of mobility. The young-at-heart can have a good sing-along at Musical Memories Matter. The more mobile can meet at Meeting Points and enjoy each other's company and enjoy the visit of guests who are invited in on diverse topics such as independent living and energy efficiency to local wildlife. The less mobile can be visited at home or in a care setting and enjoy a chat with a good friend where they can put the world to rights or just have a good moan! Our special clients with dementia can find someone who will listen and talk, not tell and turn away. They can also enjoy a trip down memory lane where they are the teacher and the volunteer the student. Each and every service is special and unique to both client and volunteer.

Funding of these valuable services is always a challenge but I am pleased to report that we are in a good position financially having secured a new three year deal with The Big Lottery thanks to Helen supported by several trustees. This along with the continued support of KCC secures over 50% of our overall funding requirements. We thank both of these organisations for their funding and recognition of the good work CARM does.

Last year we took the decision to expand some of our services through using some of our reserves. This has been extremely effective with the creation of a new Caring to Remember service which is an expansion of Our Memories Matter service, where the care settings manage their own sessions, with the support of a CARM volunteer and ongoing support of CARM. This is loved by clients and staff alike.

Befriending has also grown in the year justifying the decision to take on a member of staff permanently.

Musical Memories Matter is ever popular with a regular 150 attendees across all settings.

New services introduced the previous year are benefitting a new group of people with telephone befriending and virtual befriending using technology in a very effective way where a client can see or hear a family member or a friendly voice on a regular basis.

A major source of fun and some funds comes from individual giving, events and corporate giving. This year we received fundraised donations from Tenterden Golf Club, Abbey Lodge Care Home, Summer Court assisted living scheme, a quiz night, a coffee morning and many more. I would specifically like to thank those families who gave in memoriam. They recognised the valuable support given by our volunteers to their loved ones and will through their generosity allow us to continue to support others. All of this helped raise our profile in the local area and provided essential funds for activities not usually funded by the major providers such as Meeting Points.

During the year we joined the Befriending Kent Partnership which, along with five other like-minded organisations, hope to benefit from mutual funding support and will hopefully generate good ideas we can share with each other.

We continue to improve the way CARM is run and managed with a proposed update to the CARM constitution to be agreed at the AGM. This will have a dual purpose to maintain our heritage but to reflect how we run CARM now and allow it to run better in the future.

We have also updated our volunteer handbook which has been issued to all volunteers. Training courses, quality accreditation and leaflets are checked and updated on a regular basis.

CARM continues to seek individuals to join our trustee team to help guide us through troubled waters and maintain the good service and reputation of the charity.

I look forward to working with the volunteers, trustees and staff of CARM to carry on providing the excellent service our clients deserve over the coming year.

Colin Potts, Chairman

Treasurer's Report

This is my first year as Treasurer and coming to the post with my only qualifications being O level Maths 50 years ago and an association with CARM ever since the very early days. I have been amazed at how the finances of the organisation have grown and are how well they are managed by Kerry and Helen.

Our total income this year was £121,640 and our expenses were £135,446, leaving a deficit for the year of £13,806. A deficit was planned as we had agreed to use some reserves to assist with service development. This now leaves our total reserves at £127,096. This may seem like a lot of surplus money, but we are legally required to keep reserves to cover the dreadful event of having to close down CARM. If funding completely dried up, as is happening to so many small charities today, we have enough in our reserves to keep the organisation running while we give staff notice, pay off our debts, close down our projects etc. and give adequate notice for other organisations to step in to fill the gaps we were leaving in the social welfare of the elderly of the Romney Marsh and Tenterden areas.

However, we are a well-respected charity in the field of helping the elderly and occupy a unique position because of our geographical area. So our financial situation is very secure at present. Our main funding comes from the Big Lottery Fund and Kent County Council, Social Care, Health and Wellbeing. We had to apply to the Big Lottery Fund again this year for new funding, and with Helen's valiant efforts were awarded a grant of over £230,000 spread over 3 years. This money started at the beginning of April so will be reflected in next year's budget.

We are also supported by grants from other charities, big companies and of course the local communities in which we work. We received £765 from 13 collection boxes, £1,521 from Green Button schemes, and £1450 from Marsh parish, town and district councils.

Individual and collective fund raising events raised an astonishing £3904. These included a quiz night run by Roger and Sue Robinson, a coffee morning run by Appledore Meeting Point and 3 organisations donating funds as one of their chosen charities of the year. Special mention needs to be made of Helen's heroic walk across England in not very pleasant weather which raised a staggering £1,948.

Meeting Points raised and then spent £11,586 enjoying trips all over Kent and lots of lunches and cream teas.

As a charity working with the elderly, we often lose our clients to the Great Meeting Point in the sky. We are thankful then when clients leave something in their will to us and /or their families donate in memory of their loved one. This year we are grateful to the family of Pat Humphries for their generous donation.

Looking forward, we have 3 fundraising events in prospect, a fashion show and clothes sale in November, another Call My Bluff evening again in November and my little project which is called Keep CARM and Carry On Knitting, which is a blanket I am knitting for a Syrian refugee which is also being sponsored for CARM. Details of all these events are on our website.

When I first became a trustee, our bi-monthly trustee meetings would linger long and hard on our financial position. At first we didn't even know if we had enough money to continue running until the next meeting and nobody had ever heard of us. Now I am pleased to say that we are financially stable for the next few years not weeks and gaining a reputation as a truly caring charity for the elderly of Romney Marsh and beyond.

So a big thank you for all the work and the money you raise.

On a serious note, I have to close this report with the statements required by the Charities Commission.

I have reviewed the financial controls and disciplines at CARM and found them robust and sufficient to ensure that the resources of the charity are protected and that management and Trustees may rely on the accuracy of reporting to enable them to make funding bids and also to meet the requirements of the Charity Commission.

The accounts are presented in the accruals format and the information given and terminology used is that required by the Statement of Recommended Practice 2000 and the Charities Act 1993.

I would also like to thank Samantha Taylor for carrying out this year's independent examination of the accounts.

Ruth Smith, Treasurer

Manager's Report

It has been another successful year at CARM with many people receiving a service and feeling an improved sense of well-being as a result.

Staff wise, Amanda Harris left during the year and Sue Cox joined the staff team temporarily, hence she has stood down from being a Trustee for a while.

Our Big Lottery Fund grant ended in September 2015, however, after a necessary lengthy application process we were awarded a further grant, which commenced in the new financial year from April 2016.

We are very grateful to all organisations and individuals who have granted or donated money and goods, including raffle prizes to CARM and to individuals who carry out a sponsored activity on our behalf.

The following service reports will give you an interesting read on what happens on the ground from CARM, so I don't need to add any more other than to thank everyone who is involved with CARM, in whatever capacity, as your support is invaluable in providing services to our clients.

Helen Mattock

Reminiscence

Our Memories Matter (OMM)

OMM is now in its ninth year. For those who are unfamiliar with the service just to recap; we run group reminiscence sessions through the support of trained volunteers working in teams. Each week we have a different theme and use a variety of multi-sensory props to assist in triggering and encouraging memories.

These sessions continue to be well received in the day centres, residential homes and integrated care settings in which they are delivered. We operate a programme of 10 weekly sessions three times a year and each session runs for about an hour. OMM has 6 groups which means that over the course of a year we will provide approximately 180 sessions.

Themes for this year have included "The Antiques Roadshow"; "1950's"; "Sleep and Dreams"; "Adverts" and "Travel". Due to the diversity of visual, physical and/or cognitive impairments experienced by our clients it is essential that we are responsive and sensitive to these needs in both conceptualising and delivering our sessions. When theming these sessions we do our utmost to ensure that the prop

bags we provide offer a multi sensory experience to be enjoyed by all and assist each volunteer team to provide an experience for their individual group which is a meaningful one. At the heart of the process for all services is the objective of promoting a feeling of well-being for attendees, connecting individuals with important memories they may have forgotten plus offering an opportunity to get to know/understand other members of the group better.

During 2015 we provided further training to all the care settings in which OMM is delivered; these sessions were attended by volunteers and care staff to provide all OMM facilitators with an opportunity to build on their established reminiscence skills.

Musical Memories Matter (MMM)

Established in 2014 our musical reminiscence service is run with the support of 9 volunteers, working in pairs. The MMM programme is aligned to the OMM schedule and we generally deliver 12 sessions each time so a total of 36 sessions a year.



Zena, CARM's Meeting Point Co-ordinator, works closely with Fiona and Sue to continue the musical reminiscence service at Meeting Points during the breaks from the care settings. Anyone who has been involved with community singing will attest to the benefits for all participants and the MMM service regularly receives very positive feedback and has the potential to reach clients that may find communication difficult. Whilst the service is musical it offers an opportunity to reminisce about the individual song choices selected by attendees, examples have included singing "Run Rabbit" evoking discussions about rabbit and pigeon pies and asking the care setting if these could be provided for lunch. With the support of all teams the service has reached over 300 individuals during the year.

Caring to Remember (CTR)

Caring to Remember our newest service established in 2015 aims to train and support care settings to deliver their own reminiscence sessions using their staff and volunteers together with a single CARM volunteer. Aligned to the rest of services, CTR operates an 8-week programme three times a year. During 2015 we established and trained two new groups: one at Summer Court in Hythe and the other at Tenterden Day Centre. Each setting is encouraged to support participants to identify themes that are meaningful to them and to bring along relevant items to support the sessions.

Volunteer Meetings

Whilst each service is slightly different in the way that reminiscence is delivered, OMM and CTR are predominately talking reminiscence services that include music and MMM is a musical reminiscence service. The common theme is reminiscence and our volunteer meetings offer an opportunity for all teams to come together three times a year. Meetings for this period have been well supported with the first meeting providing an opportunity for volunteers to discuss their particular group and share hints, tips and problem solve. At the second meeting of the year, Felicity Elvidge, Quality Standards Officer from Kent County Council gave an inspiring talk about the difference reminiscence can make in reaching individuals in a health and social care context; the final meeting of the year was a workshop for the volunteers to work in teams and suggest themes and approaches for future sessions including "Light" and "Art".



Above: Sue (CARM Staff), Brenda and Pearl (Volunteers) in the Reminiscence room at West View.

Finally, Thank You

Each week individual volunteers arrive at the reminiscence sessions with a smile on their faces, a sense of fun, a listening ear and a genuine interest in group attendees. Working together they encourage singing and stories and leave those that attend feeling both valued and often with the experience of having something special that they had forgotten being restored to them. **Heartfelt thanks to everyone involved** with the reminiscence services for all that you do, it is greatly appreciated.

Fiona Godfrey and Sue Cox

Befriending Services

Well-Being at Home (volunteer visiting service)

We currently have almost 100 clients on our well-being at home database, with over 50 people receiving a visitor at any point in time, we peaked at 59 matches earlier in the year. The waiting list has been standing at over 20 people for many months. A particular challenge has therefore been to try to reduce the waiting list: volunteer recruitment stands have been held at garden centres, supermarkets and local fairs to encourage more volunteers to join us.

Volunteer meetings are important in drawing our volunteers together regularly to share experiences, to offer training and support, and to help them feel a part of the befriending team. In the past year a West Kent Mind session helped volunteers deal with clients who might display anxiety; an in-house session gave volunteers tips on maintaining boundaries when dealing with family members and carers; a fun session aimed at volunteers bringing along 'a buddy' focussed on the benefits of humour in communicating with people.



The befriending team have refreshed their Volunteer Handbook to take into account new policies and procedures so volunteers feel they have the necessary tools, along with the induction training, to carry out their befriending role. New volunteers and IT experts Andrew and Marion designed a new database to help manage our client and volunteer contact details meaning a little less time is spent maintaining the old system and colleagues can find and update files with ease. The new system allows easier reporting of statistics which has benefits for committee meetings, funding applications and reports.

As part of our commitment to service user engagement Ashford Volunteer Centre carried out some phone surveys with our clients. The response was overwhelmingly positive:

'She is a lovely person, we've got the best one, couldn't ask for more help than CARM have given us. Thank you'

'It's another morning where I'm not alone, for people who are alone its absolutely wonderful. I was a church warden and there are so many lonely people who can't leave their homes, there is a great need for people to visit lonely people'

Telephone Befriending

Our partnership with Givaudan staff to deliver telephone befriending to CARM clients continues and averages at 12 matches throughout the year. Volunteers have met several times to share their experiences and a number of opportunities have been provided for us to engage other colleagues to promote the service and recruit more volunteers, delicious food always attracts people.



Befriending Developments

We worked with the Romney Marsh Day Centre until early this year as part of their project to use technology to provide GP consultations to help manage long-term health conditions. The technology and experiences, along with a willingness to embrace the internet, identified an opportunity to trial the use of iPads and various applications for increasing well-being and reducing social isolation. The Day Centre's trial ended in May and we are now developing our own service following the Big Lottery Fund grant and hope to continue to work with the day centre. This service will be delivered along with an Email Pal service identified in the 2015 volunteer survey – clients and volunteers with their own IT equipment will be put in contact with each other to exchange emails on a regular basis – connecting people increases feelings of well-being.

Finally, a massive thank you to all of our **wonderful volunteers** who befriend clients and provide them with something to look forward to.

Benedict Potts / Rhia Hayward / Emma Wiltshire

Meeting Points

Another year has passed at Meeting Points with plenty of chatting, laughs and cups of tea, of course. Over 125 people regularly attend and enjoy one of our eight Meeting Points.

In July 2015, we held the Annual Meeting Point volunteer meeting when all the groups got together at Appledore and shared their thoughts, ideas and experiences on what went well and what didn't at Meeting Points. This led to some joint Meeting Point trips and activities.



During the summer, Meeting Points used CARM's annual payment to subsidise their trip all over Kent by minibus, coach, boat or train. Tenterden ventured out to East Kent on a mystery tour and Coastal followed the coast north to Birchington and visited Major Cotton-Powell's house. Other Meeting Points tucked into scrumptious cream teas at the London Beach Hotel and Dobbies.

In August 2015, the collaboration between Reminiscence and Meeting Point continued when 6 Meeting Points had their second session of Musical Memories. My musical knowledge has been widening with songs such as 'Chattanooga Choo Choo' or 'Hello, hello who's your lady friend?' The sessions are always very well participated and once we are into the swing of it, there are plenty of requests from attendees. In December 2015, 4 Meeting Points enjoyed Christmas Musical Memories with plenty of mince pies.

I have had plenty of problems with booking speakers or those that are booked, not turning up! But, the meeting points have managed to enjoy talks from: Donna at CILK (Centre for Independent Living in Kent), Stephanie Karpetas from Sustainable Connections whose impartial advice about reducing energy costs was very valuable to all attendees, Alison Mills who was promoting Kent County Council's Room for Life project and Ewa Prokop, a development officer for 'Romney Marsh, the 5th continent' project. Several Meeting Points also had a visit from the Edinburgh Woollen Mill branch in Rye who set up shop in the various village halls for a couple of hours, great for those that can't get to the town.

Lydd Meeting Point has benefited from a grant from the People's Health Trust as part of our 'Looking out for Lydd' project. We began by leaflet dropping the whole of Lydd, with the aim of letting the residents know about the Meeting Point and our befriending service in Lydd. Several new attendees joined the Meeting Point after this which was a great boost to numbers. Lydd Meeting Point was lucky enough to use some of the grant to book a Memory Lane event for a Thursday morning. Over twenty attendees enjoyed the storytelling and sung along with Pretending People to old tunes they hold tender. Disappointingly, although this event was advertised locally and on social media, no one new attended. Using the grant from the Looking out for Lydd project further the Lydd Meeting Point have been on an extra trip to Dobbies and for a lovely pub lunch with fantastic pies!



Memory Lane Event at Lydd Meeting Point

As Fiona's Musical Memories Matter volunteers enjoyed a break in April 2016, the Musical Memories once again hit the Meeting Points, the maracas, a welcome addition especially for 'We all live in a yellow submarine'!

Also, Tenterden Meeting Point absolutely loved a puppet performance from a CARM volunteer and her friends and have booked a return visit.

As the new year begins I will be pushing promotion at the smaller groups where numbers are an issue, firstly, at Brookland Meeting Point. I will continue to support all the Meeting Points in whatever way each group needs, this often depends on the number of volunteers. Meeting Points are a great social drop-in for many older, lonely people and without the **fantastic volunteers** many attendees wouldn't get the chance to see different faces and enjoy a chat over a cuppa. Thank you to all involved in any way with our Meeting Points.

Zena Pyott

