

## Imago

Please see below a summary of activity delivered by Imago across the Tonbridge and Malling Borough during 2018.

Between January and December 2018 we have provided direct one-to-one support to 15 organisations that deliver services in Tonbridge.

The type of support provided includes:

- Organisations were supplied with contacts and information about networking events. Two of the organisations to receive this information were Victim Support and Carers First. The new Volunteer Coordinator for Victim Support was also supplied with potential venues in Tonbridge to meet clients. Another was the Royal Voluntary Service. We provided their Community Engagement and Development Officer with information for a new project that they had developed with Prudential. Their campaign, Bring People Together, involved identifying volunteer co-ordinators to help kick start a range of activity groups and clubs for people in later life. They had identified Tonbridge as a priority area for development so our Community Development Manager helped them to map existing provision and to identify networking groups that would be receptive to a presentation about the project.
- A theatre group that operates across West Kent, is a registered charity and has performed at the Angel Centre was given advice about copyright issues and local funding sources.
- Some organisations received fundraising support including Citizens Rights for Older People, West Kent Mediation, British Red Cross, Level Water and Tonbridge Swimming Club. Headway West Kent was provided with information about local fundraising consultants.
- Several organisations took advantage of our Disclosure and Barring Service checking service.
- Home-Start South West Kent operate in Tunbridge Wells and Tonbridge and Malling. Their trustees were supplied with information about online safer recruitment courses.
- McMillan Crossroads were supplied with a directory of services for older people in west Kent
- Art Without Boundaries is a newly formed charity (registered no. 1181028) that has taken over the responsibility from Kent Music for running music workshops for disabled people. We advised them on Charity Commission registration and offered them a payroll service.
- Several individuals were given advice on how to start a charity and the different legal forms that could be adopted.
- Our Community Development Manager sits on funding panels for the Linda Hogan Community Fund and Kent Community Foundation that benefit Tonbridge based organisations.

In addition:

- We produce monthly newsletters. Our Imago monthly newsletter is distributed to voluntary and public sector organisations some of whom are Tonbridge based.
- We also produce monthly Volunteer Centre newsletters comprised of local volunteering opportunities. This is distributed to 305 individuals in west Kent 86 of whom have addresses in Tonbridge.
- We organise networking events for Volunteer Coordinators 3 times a year.
- We promoted volunteering at the West Kent College careers fair, Help Me Out event (at the Six-In-One Club), Hadlow College Fresher's Fayre and the TN10 Partnership meeting
- We promoted Carers Week in Sainsbury's in Larkfield
- We also worked with Stronger Kent Communities to deliver a Volunteer Fair which was held at the Angel Centre on Saturday 22<sup>nd</sup> September
- We provided information to 5 thematic groups – the West Kent Young Peoples Provider Forum, the West Kent Older Peoples Provider Forum, the Community Groups Network, the Disabled and Sensory Impaired Network and the Volunteer Coordinators Forum.
- Our Dial 2 Drive Community Transport service has 29 registered drivers in the Tonbridge and Malling area and 265 clients. We partner with Free Cakes for Kids Tonbridge to supply cakes for clients with milestone birthdays. In 2018 we delivered cakes to 8 clients – all of whom were aged 90!

## **Involve Kent**

### **Involve Kent - Report to Tonbridge and Malling Borough Council 2018**

Involve Kent has an SLA with Tonbridge and Malling Borough Council to provide support around volunteering in the Malling area of the borough, for a grant of £4000. During 2018 we have been proactive in recruiting volunteers with a focus on those with additional support needs, taking referrals from support agencies as well as self-referred individuals. We have continued to develop community transport provision in the area with a good responsive coverage now available. We have proactively promoted volunteering through work with GPs and other partners, through newsletters, leaflets and press releases.

Our shop unit in the Mall, Maidstone, continues to be a prominent part of the community, with over 300 people visiting every month. Residents from Malling are able to access a number of groups and activities at the Involve hub and are able to find out about volunteer opportunities either with Involve or elsewhere in the community. On average we receive 15 volunteer applications through the shop alone each month. In addition to this, volunteers apply directly to the service, through the website or through Do-it.org.

In the later part of 2018 we begun mapping community assets across West Kent, including Malling, including our existing and new contacts. These organisations, services and groups will be added to our online directory, Connect Well, which will be used by both Involve Coordinators and the wider public. The introduction of Connect Well will have a positive effect on organisations and groups in West Kent, including Tonbridge and Malling, firstly in that it will increase referrals and secondly, organisations will have access to a £25,000 grant fund to use towards groups, services and activities. When organisations sign up to the

directory they are offered a free organisational healthcheck through a partner which offers support in policy and procedure, including volunteering advice.

### **Reporting on the specifics in the SLA for 2018;**

- **Recruiting volunteers who reflect the demographic makeup of the district, and including volunteers who have experienced need for support from voluntary or statutory services.**

We have supported the recruitment of **90 volunteers** in Tonbridge and Malling over this period

We have supported volunteers from the district into a wide range of volunteer activities during this period. At time of writing there were 45 *we actively engaged in volunteering*

1 allotment  
1 cancer support  
6 creative members  
4 GI  
9 OPS volunteers  
22 Volunteer drivers  
2 shed

- **Matching volunteers to opportunities within volunteer involving organisations**

We support **50 groups/organisations** based in Tonbridge and Malling communicating weekly. We are able to refer volunteers to these via social prescribing and standard referral routes (through the shop, online, direct contact).

Our Volunteering and Engagement Officer, based in the Involve Shop, takes volunteer enquiries and signposts either to an Involve project or an alternative in the applicants local area. Using our database of organisations, volunteer applicants from Tonbridge and Malling are able to be successfully signposted to an organisation in their local area.

- **Providing support for individual volunteers, particularly those facing barriers to volunteering e.g. through age, disability, culture, income etc.**

Volunteers are supported not only in their roles, but to access other opportunities. Our dedicated Volunteering and Engagement Officer offers 1-2-1 support, working with volunteers to create a progression plan. Volunteers are given information and/or support around education and training, further volunteer opportunities and full time work, amongst other things.

Involve have a partnership with Community Learning and Skills who offer free training courses which include health & safety, assertiveness, mindfulness and IT skills. Courses run throughout the year and if volunteers need assistance getting to the venue due to confidence concerns, the V&E Officer can meet and accompany them to their course.

Involve run monthly meet ups for all volunteers across the organisation. This provides an opportunity to meet other volunteers from different projects, building social skills and bringing together a diverse range of people. Each meet up has at least one guest speaker to give information, these have included CAB, Samaritans, South East Water, Communigrow, RBLI and Think Action. For the final meet up of the year volunteers enjoyed a Christmas dinner and a mindfulness session which prepared them for the stress of the holiday period.

Supported volunteering has grown and developed to include opportunities in art, craft, woodwork and retail. Involve also have a close partnership working with Job Centre Plus and have presented information to job coaches throughout the year and have attended a JCP event, 'Women into Work'.

Some volunteers are receiving very intensive 1-2-1 support, for example:

- A new volunteer from East Malling has signed up to join the allotment. They have paranoid schizophrenia and can feel very anxious. They feel very isolated and lonely and would like to build on social skills
- A volunteer from Aylesford with significant deteriorative medical conditions who is wheelchair bound is currently being supported to take a leading role at a knitting group due to their previous experience in teaching maths in prisons to prisoners
- A volunteer from Watlington whose mental health prevents them from working was offered support in their appeal to DWP when there was a change in their benefits. The appeal was successful and the volunteer is now feeling less stressed and has become more confident in their volunteer role. They are now building up to become a 'volunteer buddy' for new volunteers
- A volunteer from Ditton who joined was feeling very low in confidence and has now been able to attend training courses including Basic Life Support and social events. They are now benefiting from improved confidence and have taken on an additional volunteer placement within the community
- A volunteer from Ditton who was attending an Involve mental health support group also started attending an Involve craft group. Their confidence has improved and they have now taken on additional volunteer work
- A volunteer from Snodland with serious criminal convictions was supported into volunteering in the Involve shed. Through this they also accessed Mindfulness and Basic Life Support courses and were offered advice around housing
- A volunteer from Snodland who is new to the area and has a previous conviction was supported into becoming a volunteer befriender for older people

Case study of Alex, from Hadlow – a supported volunteer who is currently placed in the Older Persons Service office:

When Alex left University a few years ago, he was not in a great place. Alex has struggled with anxiety and depression for most of his life and during his last year of his university course things seemed to get worse and Alex ended up leaving university without completing his degree in 3D modelling and animation.

Alex spent the next couple of years in a very dark place, becoming very isolated and not seeing anyone. With some support from his mum Alex sought help and was diagnosed with Asperger's and an overreactive response to anxiety.

Alex slowly started to look at how he could get back into work and what was available to help him with this. Through KCC Supported Employment Alex was able to find and secure a volunteer placement with Involve Older People.

Alex has been volunteering with Involve for about a year and helps with administrative tasks, including data entry, shredding and general office admin tasks. Alex is growing in confidence every day and has changed from a quiet shy young man into a confident and friendly member of the team.

With the help of the Volunteering and Engagement Officer at Involve, Alex was encouraged to sign up to a Response course in Confidence & Self-Esteem. The benefits of this course have been noticeable in the office, with many staff commenting on how much more personable Alex has become since completing the course. Alex has also completed a 3-week course with the Princes Trust to develop skills in IT and programming, further improving his interest in computing.

Benefits to volunteering:

- Alex feels that volunteering with Involve has given him some much-needed structure to his day
- Volunteering helps Alex to get up in the morning and gives him a work like experience
- Alex has grown in confidence since he has been volunteering with Involve
- Alex feels that volunteering has given him a foot on the employment ladder and expanded his ability to deal with social situations

Future Goals

- In the long term Alex hopes to get a job and would like to work in computer programming or office admin

- **Promoting, stimulating and encouraging local interest in volunteering and community activity**

Involve have delivered/attended the following events in Tonbridge and Malling:

- Carer's Forum held in Ditton 15 November 2018 - 51 Carers Attended. Volunteering talk by Time for Dementia
- Work with GP surgeries in Malling area around The Carers Register
- 2 talks given at Heart of Kent Hospice
- Carers Week promotional stand at Sainsburys Aylesford
- Oncology Health and Wellbeing day at Ditton Community Support Centre
- Attended Pensioners Fair organised by Tracey Crouch MP
- Falls Prevention Classes delivered in Snodland (36 week programme)
- Presentation to Rotary club about services including volunteering – members from Malling
- Working with staff from MacMillan Cancer Service at Crossroads

- **Promoting existing volunteer driver schemes within the area**

There are **22 active registered volunteer** drivers in the Malling area. Community Transport users rely on this busy service to help them get to GP appointments, hospital appointments, social activities and even to the hairdressers.

The Community Transport service doesn't just benefit clients, it also helps to support volunteering, for example Involve Older People has a volunteer befriender who uses a volunteer driver to visit their befriender.

There are 14 venues in Tonbridge and Malling that drivers regularly drive clients to. 311 Older People's Service/Community Transport Service clients are from Tonbridge and Malling. In 2018 there were over **800 journeys** to addresses in Tonbridge and Malling.

- **Promoting good practice within organisations involving volunteers by providing support and information.**

Information is distributed weekly in the 'Digest' newsletter – now with over 1000 contacts receiving the Digest. The Digest includes events, news, training and vacancies.

Involve organise and facilitate quarterly VCS Focus Groups – topics have recently focussed on social prescribing and health and wellbeing. At a VCS FG in December, organisations were given information about a 'free organisational healthcheck' being offered across Kent, which they can access for advice around policy and procedure amongst other things.

Involve maintains relationships with 50 organisations across Tonbridge and Malling and are able to offer support and signposting to these groups when required.

- **Working in partnership with statutory, voluntary and private sector agencies including specialist groups to develop local volunteering opportunities**

A strong relationship has been built with CommuniGrow, a gardening project in Ditton. In July, a group of 8 supported volunteers from Involve went to visit to learn about the project and volunteering opportunities. 2 volunteers have now started volunteering at the project and there are plans for regular visits for Involve volunteers to go to CommuniGrow to volunteer. We have purchased supplies from CommuniGrow for our Allotment project and a gardener from the project will be visiting Involve to offer advice and training to volunteers. CommuniGrow and Involve are starting to work together to look at offering formal qualifications to volunteers.

Involve work with RBLI to promote their work programmes to supported volunteers. A close relationship with RBLI has allowed for referrals across both organisations, with many RBLI service users accessing courses run by Involve and Response.

We are working with Snodland Practice to develop volunteer opportunities for patients – roles will include befriending and driving, offering practical and emotional support to other patients. Patients interested in volunteering elsewhere will be supported by the Involve Coordinator based in the practice to find a suitable opportunity using Do-it.org.

- **Liaising with local organisations, including parish councils and other voluntary groups to promote services**

Contact is maintained through regular newsletters promoting volunteering and other community initiatives.

Organisations are being added to an online directory, Connect Well. This directory is free to join and due to being online, is publicly visible to all. Although designed for Involve

coordinators to use to refer patients from GP practices, the directory can also be used by others to seek information about organisations and services in their area.

An Involve coordinator is based in the Snodland Practice and will work 1-2-1 with patients to help them access groups, activities and volunteering.

- **Providing information through the Involve Kent website and online directory**

The website is regularly updated alongside the new Connect Well directory, [www.connectwellwestkent.org.uk](http://www.connectwellwestkent.org.uk). Volunteer opportunities are now advertised on Do-it.org. Social media is now a key communication tool with 2454 'followers' and frequent updates. Volunteer opportunities are advertised in GP practices including Snodland.

- **Participating in local, regional and national campaigns, either individually or in partnership with other providers**

Campaigns include; Volunteers Week, World Mental Health Day, Carers Week, Carers Rights Day. Attending the Maidstone Mela to give information about Involve.

- **Providing input into strategic development of volunteering locally, regionally and nationally**

Involve have maintained a relationship with Stronger Kent Communities, providing support in accrediting organisations applying for the REVAMP award. REVAMP is a quality mark designed to recognise good practice in volunteer management and was co-developed by Involve and SKC. Organisations from across the county are encouraged to apply and RBLI, based in Malling, have recently applied for their 2<sup>nd</sup> year of the award.

- **Carrying out DBS checks on all volunteers, working in Involve Kent, who work with vulnerable adults**

All volunteers and staff working with vulnerable adults are DBS checked, and a DBS check service is offered across the Malling area enabling local groups to check their staff and volunteers.

- **Acting as an umbrella body for DBS checks for all Voluntary Organisations**

We continue to act as umbrella body for DBS checks and promote the service widely.

### **Moving forward 2019 onwards**

- Continue to focus on supported volunteering for isolated and disadvantaged people rather than generic brokerage (now done via Do-it.org).
- Encourage individuals to volunteer through new Social Prescribing project, Connect Well. Volunteers will be recruited by local practice (Snodland) to volunteer to support other patients from their practice as well as start/run community groups and activities
- Develop a volunteering drop-in in Malling offering advice, support and guidance to organisations and individuals

## Mediation Schemes

Report on the work of Maidstone Mediation Scheme (MMs) and West Kent Mediation Scheme (WKMS) in relation to the SLA 2016-19.

These are the combined number of referrals 38, to both mediation services from March 2018 to date.

- 15 Neighbour/community cases
- 11 parent and teen cases
- 2 family cases
- 10 Anger Management courses.

Maidstone Mediation and West Kent Mediation continue to train and 2 cohorts of new volunteers on a yearly basis. We have adjusted our training to meet the changing needs of the community; they are trained in mediation skills to deliver a mediation service to the residents of Tonbridge and Malling, to deal with neighbourhood disputes and problems of antisocial behaviour within the borough. We train our volunteers to work with families and the issues that arise in the home, to prevent them from being made homeless, sofa surfing and presenting at TMBC as homeless. We also work with families when there has been Adolescent to Parent violence and the threat of homelessness, residents/ parents ask for our support and help which prevents their children entering into the criminal justice system. We are also able to offer Anger Management courses to any resident from the age of 12 through to adults; sometimes this need had been identified through the mediation process.

All of our work takes away some of the burden off the statutory agencies; preventing, responding and resolving the common issues in the community. Statutory agencies are working at crisis levels; Police, Housing providers, the Council and Early Help preventative services. If the two mediation services did not exist, the burden on those agencies would increase exponentially.

We are able to offer a free service to those in the borough who most need it. In June 2016 MMS achieved the Restorative Justice Quality Mark for Best Practice from the Restorative Justice Council (RJC.) Our policies, procedures and practices were scrutinised by the RJC, we were very proud to be one of the first organisations in the country to achieve the Quality Mark.. In 2017 West Kent also achieved the RJC quality Mark. Staff and volunteers have had the most recent Safeguarding training from KCC; we are also GDPR compliant as of 25<sup>th</sup> May 2018.

We continue to receive referrals from all agencies as suggested in the SLA as well as self referrals thus making the service available and accessible to all members of the public. Our administrators report back to the referrer during the course of the referral and when the case has closed. At the end of each financial year a report is sent which outlines the work that we have achieved including evaluations.

The Mediation services regularly attend the TMBC meetings, e.g. the TMBC CSVG, The TMBC DA forum, and Strategy group meetings. We attend any training that is offered to us e.g. Prevent training and also offer training to TMBC staff. We constantly remind agencies of the referral process and about our service.



## Age Concern Malling

Tonbridge and Malling Borough Council  
Transport Services Age Concern Malling 2017/18

Day Care services are offered at Rotary House, West Malling, Addinton and Walderslade. A total of 416 Day Care Sessions were held over the period 2017/18 providing 4,992 individual transportation to the Day Care Centres. The Day Care service offers clients the opportunity to socialise, make friends and engage in numerous activities including seated exercise classes, quizzes and entertainment. Foot care, hairdressing and bathing services available at Rotary House. Dedicated Dementia Day Care is provided six days a week at Rotary House West Malling. At Age Concern we have 6 mini buses and 1 Kangoo which can accommodate 1 wheelchair and two additional passengers. The transport is used to convey clients to Day Centres, outings, assisted shopping trips and Medical Appointments. In 2017/18 Age Concern Malling made 4,992 individual pickups for transporting to Day Centres equating.

### Client Benefits and Outcomes

Many of the clients utilising Age Concern Services would not be able to attend without assisted transport. As such transport is an essential component of service provision. The transport service is a life line in reducing isolation and maintaining independent living. The Age Concern Services aim to reduce emergency admissions to hospital and delay the need for residential care provision. The majority of the transport trips include escorts to ensure the safety and well-being of the clients, many of whom require assistance in moving from their accommodation to the transport. The Transport is not only moving an individual from point A to B, it is the experience itself, being in the company of others and enjoying the journey and the surroundings. Such journeys stimulate conversation and reminisces.

For the relatives and carers of our clients, utilising the services at Age Concern Malling, the services give vital respite from caring duties and the opportunity of personal time.

### Transport Costs

The motor vehicle expenses based on the 2017/18 Accounts were £56,567.12, some of which is offset by client fees and of course the contribution from Tonbridge and Malling Borough Council. The difference is incorporated in the overhead of the organisation through voluntary contribution. Further funding will need to be sought to maintain the service.

Penny Nicholls  
CEO  
Age Concern Malling  
January 2019

## Age UK Tonbridge and Sevenoaks

**The services that we provide in Tonbridge have been in high demand by local older people. And we have seen an increase in the number of clients for all of the services.**

- Information and advice service has continued and we have provided sessions in our office at Bradford Street and home visits throughout the Tonbridge area. Many of the requests for assistance are for the completion of Attendance Allowance forms, PIP, Pensions Credit and other benefits, blue badges and other issues that clients are having difficulty with.  
The team of 2 staff and 4 volunteers assist with all requests and are highly trained to deal with many issues and problems.  
We are proud to announce that we have just been fully audited for the renewal of the Advice Quality Standard and have been awarded the quality mark for the next 3 years.
- Advocacy Service- Annette Davies and Julie Button our two advocates finalised their studies and have been awarded the City & Guild Level 3 Independent Advocacy Diploma. The service has assisted clients with issues ranging from tribunal appeals, panel meeting with KCC, disputes with landlords, NHS complaints, ombudsman complaints, family issues and safeguarding issues. The nature of the casework can be extremely complicated and time consuming, but good outcomes have been reached.
- Townlock Day Centre -The daycentre continues to be a place of welcome for older people, to enjoy a day out, with company, together with a hot lunch and activities. For many of the clients, it is the only outing out each week and for some, it is the only home cooked meal. We currently have a waiting list of 6 people to attend. We currently have 22 people booked to attend each day.  
Activities include quizzes, word games, short mat bowls, craft and exercise classes, together with outside entertainers who come along to sing, play instruments, read poetry and local schools.  
Transport is provided for the clients to attend.
- Befriending – An increase in the number of volunteers has enabled us to increase the number of older people who get a weekly befriending visit. Around 45 clients are on the books and we have 35 volunteers who give their time to provide this worthwhile service.
- The Independent Living Support Service assists 62 clients in the Tonbridge area, providing over 100 hours per week on housework, shopping and general support. With the help of the service older people are able to remain independent for longer and in their own homes.
- Bradford Street Lunch Club, continues to flourish each month and is at full capacity, with around 45 people attending. Sadly we have not yet found

additional volunteers to run the service fortnightly, but we will continue to seek volunteers throughout 2019.

- Counselling Service continues and we now have an additional counsellor to assist with sessions. The Counsellors will assist with a wide variety of issues including relationships, bereavement, health issues and loss of independence.
- Knit and natter craft group, meet weekly and produce many items for sale ready for our bazaar, around 25 ladies meet each week. Many are carers and this is an opportunity to meet with others.
- Coffee mornings are held weekly at Bradford Street, we have anything from 20-30 people attend. Some of the attendees have dementia and come along with their carers, this is a welcome break for some and a chance to socialise and to receive support.
- Podiatry and Footcare services are provided from our Bradford Street clinic, We welcomed an additional podiatrist during the early part of 2018, to add to the number of sessions that we can provide each week and to reduce our waiting list. Already these additional sessions are well booked and almost full.
- NHS Hearing Aid batteries are issued at our Bradford Street Office.
- Your Home Advisor - Funded by TMBC this is a new project where we have a trained advisor working out of a local Tonbridge GP Surgery and our offices, providing assistance with Social prescribing, housing and advice. The project is funded by the Better Care Fund monies which has been given to local authorities by the Public health, to help try to reduce the number of people presenting at GP surgeries and A&E departments.

Age UK Sevenoaks and Tonbridge have been awarded the following quality awards;

- ISO90001
- Advice Quality Standards -AQS

GSC.

7/1/19