

Annual Report

2015—2016



Serving the local community

Registered Company Number 7513432

Registered Charity Number 1140728

Have you visited our website yet?

There you can find:

- *Our history and background*
- *How we got to where we are now*
- *Details of the services we offer*
- *Current news*
- *Upcoming fundraising activities*
- *Photo Gallery*
- *Information on future plans*
- *Previous annual reports*
- *The Sawtry Eye magazine*
- *Ways you can get involved*
- *Contact details*

www.caresco.org.uk

*Our grateful thanks to Webshepherd
for all his help in maintaining our website*

Welcome to our

Annual Report

1st April 2015 to 31st March 2016

For information on anything in this Annual Report,
please contact

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www.caresco.org.uk**

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Introduction

Objects: The charity's objects are specifically restricted to the following: To advance any charitable purposes for the benefit of the community of Sawtry and satellite villages, in the county of Cambridgeshire, and in particular the relief of persons in need within the area of benefit.

To identify welfare needs of individuals and groups in Sawtry and its satellite villages, devising means to meet those needs, with the help of volunteers, and to enlist the backing and co-operation of the statutory services, existing voluntary organisations and any other medium. *(Taken from CARESCO's Articles of Association)*

Social Aims: To improve the lives of local people, in particular working on early intervention by supporting those who need additional help, especially older people and their carers, while also offering others an opportunity to focus their energy and effort into the community in a positive manner by volunteering. In addition CARESCO aims to improve the opportunities for community groups to communicate their message in printed form, to offer an opportunity to pass on unwanted items for resale and a means to access transport for those without other options.

Activities: This year we have continued to provide care services for the elderly, housebound and socially isolated through our day centres in Sawtry and Alconbury along with a lunch club held in Sawtry. We have also maintained our on-going low-cost community print service, edited the Sawtry village magazine, overseen the local car scheme and managed a weekly café. Our Charity Shop has successfully completed a third year of trading and the Christmas Day Party its fourth event. We have continued to work in partnership with the local churches to provide a food bank service within Sawtry. During the year we have focused particularly on improving support for our wonderful volunteers and in strengthening the team.

All our activities are co-ordinated by a small team of paid part-time staff who are supported by a large number of volunteers, without whose time, energy and skills our work would be impossible. We aim to ensure that the sole qualification for volunteer recruitment shall be the suitability to perform the required task.

We welcome day care clients from within our geographical area regardless of background, gender, or faith. The only restriction being our ability to cope with their care needs. The day care activities charge clients a modest fee for attendance to help towards our running costs while ensuring no one is excluded by price.

Our Car Scheme is available to anyone who has difficulty accessing public transport and our Christmas Day Party is offered to anyone who would otherwise be on their own on the day. The printing service is available to individuals and community groups, while the café, music group and charity shop are open to all who wish to access them. The Food Bank Centre is available to anyone who is in receipt of a valid voucher.

Social Impact: The main focus over the years has been to provide an opportunity for the elderly to get out for a day and to give carers time off, but today this also includes other activities as outlined in this report.

In addition, CARESCO also runs trading activities which are social enterprises where any profit made from providing those services are reinvested back into the organisation. These trading activities take the form of:

- Printshop** - A community print shop providing low-cost printing for local community groups
- Sawtry Eye** - A village magazine published six times a year and funded through advertising
- Charity Shop** – Offers an opportunity to recycle unwanted items and buy second-hand goods at low cost
- Coffee Shop** – Gives a place to meet weekly and enjoy a cuppa with friends

All these activities are organised by paid part-time staff who manage a team of volunteers and are Sawtry-based.

For more than thirty years CARESCO has been a social focal point in Sawtry, pulling people together in a common cause from a wide range of backgrounds. Since its inception in 1982, CARESCO has always been reliant on volunteers willing to give up their time to support and help our staff in providing a service to the local community. For many who have become involved with CARESCO, the experience has had a huge impact on their lives, providing care and support for those who need it and a positive occupation for those willing to volunteer.

Our work over the years has involved early intervention for many, often bringing people in as volunteers and keeping them active and socialising for longer than might be otherwise anticipated. Some volunteers later move across to become direct beneficiaries from our services. For our service users their attendance helps in many cases to maintain them in their own homes for longer than would normally be the case and thereby preventing or delaying a need for residential care.

Chairman's Report

I first became involved with CARESCO in 2010 and since that time have witnessed an inspiring transformation. The organisation has revisited its stated purpose to identify and meet charitable needs in the community; working in partnership with other organisations. This means that CARESCO's reach is now much broader than in the past as it seeks to actively engage with all residents. New initiatives have been introduced, (all of which you can learn about on our website, or in Sawtry Eye) and we now work with 12 different projects.

However some things don't change. CARESCO is an early interventionist organisation and the intention has always been to provide a constant, positive, presence which people can experience at different levels as their circumstances and needs change. Lifelong friendships and support systems are formed and a strong community forged from shared experiences.

Challenges are always with us and funding needs are the ever present bogeyman tapping at the door. However our hard working fundraising team successfully manage to support our other income streams.

CARESCO is run by 19 part-time roles and over 150 volunteers contribute to, and benefit from, involvement in the organisation. These wonderful people contribute through a range of roles from helping at our day care projects, baking and waitressing, sorting and serving in the shop, serving as trustees on the management committee, driving for the car scheme and walking miles in the Collating Room amongst many other, appreciated, tasks. We pride ourselves in believing that there is a place for everyone in our organisation.

Come in and find out what yours is!

Linda Dupée

Treasurer's Report

Once more we have had a good year, one that we all like to see.

We closed this year with a profit, the Printshop actually came in with a profit despite our concerns, and the Accounts highlight that the shop income has wiped out any loss incurred by our general operations, thanks to all the hard work of the shop team.

Overall our income exceeded our budget which was down to the performance of the shop, and in these difficult times grants came in £5k above budget, also in a time when CCC day care projects are experiencing 15% fall in attendance, we see the Friendship Club exceeding the projected figure for the year.

We have had a great year in which strong financial planning and management have assisted us to accomplish these figures.

Kim Davis of Focus Management decided to step down as our Auditor at the end of last year, and we thank her for all of her support during her period with us.

We have been successful in obtaining the services of Joanna Williams as our new Auditor and she also has not charged us for doing the accounts this year, a great big thanks to her.

We also thank both Marina and Donna in the Accounts Department because with Joanna joining us they have assisted her during the year, and they have gained a lot of new knowledge and experience. With Joanna's help they have updated our software which has simplified some of the work load.

Also thanks to Susie Rodger our Administrator, she has re organised the office, and archived and updated the filing systems.

While the aims of CARESCO are to financially protect its projects, it's not the aim to accrue great profits.

There are no financial concerns, as long as we continue to have strong financial planning and management in place.

Tony Stefanelli
Deputy Treasurer

Financial Statement

April 2015 — March 2016

The audited financial statement for the year April 2015 to March 2016 is available as a separate document and is available from the downloads page of our website.

Our thanks to our treasurer Ann Daniels, deputy treasurer Tony Stefanelli and to our Accounts Manager Marina Joyce and her Deputy Manager, Donna Green, for all their hard work through the year to ensure that the financial records are kept up to date and to Joanna Williams for her Pro Bono support in auditing the accounts.

Manager's Report

Compared to last year, we have had a year of consolidation at CARESCO with the new roles within the organisation becoming established while the existing activities continued to provide the wonderful services they run for local residents. Our Volunteer Manager, Miranda (report on page 17) has been working hard to create management systems to support our amazing volunteers while recruiting and supporting our team of over 150 people willing to give their time freely in the service of others. In the office our Administrator Susie has been facing the challenge of sorting out the filing systems and putting together procedures to ensure everything is where and how it should be.

However, not all is as hoped. Progress with our befriending service, the Good Neighbours (report on page 13) has not developed as planned and the trustees are taking time to review the vision and re-evaluate how to progress to ensure we are meeting this perceived need within the community. In the main, interest has come from local carers rather than people living in isolation and this may be a better focus moving forward.

CARESCO continues to be involved in village occasions and we have aimed to have representation at many civic events through the year, including laying a wreath at the war memorial on Remembrance Day and taking part in the Sawtry Feast Parade in the summer. The partnership with the local church congregations which manages and runs the Sawtry Food Bank (report on page 15) has brought us a number of new friends and contacts, not to mention some new trustees during the year.

We have also continued to work closely with other agencies locally including the Sawtry Women's Institute, Sawtry Parish Council, Cambs County Council, Care Network Cambs, the Carers Trust, Hunts Forum and others. This partnership working strengthens all those involved, providing support and expertise when needed as we all strive to work in and for our local communities.

A major piece of work this year has been the rewriting of our business plan, updating the previous version and expanding on the areas covered. This is always a productive and useful task, enabling us to take a step back to review where we are, where we would like CARESCO to be in the future and planning how to get there. My particular thanks to Linda and Tony for their help and support in this task, their wealth of knowledge and experience have proved invaluable.

There have been changes for some of our activities, with staff changes at the charity shop and a relaunch of the Sawtry Day Centre under the new name of *Vintage Club* (report on page 9). Otherwise our provision has remained fairly constant throughout the year, providing day care for older residents through the week, a volunteer car scheme (report on page 14) which is experiencing growing demand and hosting once again our popular Christmas Day party (report on page 16) amongst others. The Sounds Good group (report on page 15) is now well established and has even been invited to sing to the members of the Vintage Club at Christmas. The Printshop (report on page 10) continue to provide a low cost service to local community groups while CARESCO edits and publishes the popular Sawtry Eye magazine (report on page 11), producing around 3000 copies for distribution. There are concerns about the increasing cost of producing the magazine as Sawtry continues to grow and plans are now in place to deal with this.

We continue to encourage members of staff, and in some cases volunteers, to attend training sessions on a range of topics for both their own interest and to ensure they have the skills and knowledge for their roles. My thanks to all for their willingness to give up their time to do this. During the year CARESCO people have attended courses on food safety, first aid, duties of a trustee, fundraising, safeguarding and moving and handling to name a

few. Many of these sessions are accessed through the Workforce Development programme at Cambs County Council and we are grateful to be able to use their provision. Hunts Forum also offer appropriate and suitable courses which are aimed at the voluntary sector and are particularly appropriate for organisations like CARESCO. These particularly relate to trustees and fundraising.

Once again I have to thank everyone who contributes to making CARESCO the amazing organisation it is. To our volunteers, trustees and staff, our service users and customers, it would not happen without you and there are no words to adequately express my gratitude.

Liz Coates

Alconbury Thursday Club

Manager: Mary Watkin

Deputy: Gaynor Foley

Treasurer: Nicola Scully

Cook: Anne Darvill

Venue: Alconbury Sports & Social Club

When: 9.30am - 2.30pm

Volunteers: Lyn Alder, Ann Baker, Elaine Cull, Sylvia Eaton, Terry Foley, Alasdair Gardner, Mick Gunney, Jennie Holme, Jean Kendall, Judith Lacey, Laura Mosca, Priscilla Nicholson, Ros Partis, Monica Pegg, Dawn Pupins, Marjorie Rowlinson, Ted Samuel, Nicola Scully, Pauline Sewell, Derek Smith

Membership: 25

Aims: *A day out for the housebound and socially isolated and a break for those who care for them.*

Alconbury Thursday Club continues to be a popular day out for our members. With an average age of late eighties inevitably we find those members more frail and with more medical issues requiring care on the day. Increasingly our elderly members have mobility problems with several requiring wheelchairs. At the moment a quarter of our members struggle with dementia or communication problems.

Thanks to additional support from the CARESCO trustees, we were able to install a new shed to hold our stock of wheelchairs at Alconbury Sports and Social Club, which is much more convenient for us.

The installation of a dishwasher and a fixed hot water boiler have made a great difference in the kitchen and been much appreciated by all the catering team. We are lucky to have such a large team of volunteers generously giving of their time and friendship, which is much appreciated by the members.

We arrange a varied programme of activities and trips out. This year we will have two shopping trips plus an outing to Rutland water with a sail on the Rutland Belle and a trip to Ferry Meadows in Peterborough.

Entertainment continues to be varied including an Elvis impersonator and a visit from Zoolab as among the highlights to be enjoyed this year.

There is no question that the members themselves continue to ensure that each day is successful. They show care and compassion for other members. We are immensely lucky to have such a large team of volunteers, which enables us to provide one to one support where required as well as ensuring flexibility throughout the year for outings when more helpers are needed and to cover absences. The volunteers really enjoy the time they spend with the members and it shows in the happy atmosphere when you come into the Club.

It has again been a very successful year – my thanks to everyone who makes it possible.

Mary Watkin

Vintage Club

Manager: Vicki Scott

Deputy: Gill Robinson

Cook: Helen Trebes

Venue: CARESCO Centre

When: Wednesday and Thursday

9.30am – 2.30pm

Volunteers: Bill Allport, Annette Faff, Wendy Hunt, Rose Johnson, Linda McCloud, Tina McCulloch, Denise Pike, Gill Radcliffe

Membership: Wednesday - 19 Thursday - 15

Aims: *To bring together older members of our community for a regular day of friendship, food & fun*

This past year has seen many changes in our day centre. We have changed our name from Sawtry Day Centre to the Vintage Club, changed our mission statement and also our strap line. The mission statement is: '*To bring together older members of our community for a regular day of friendship, food & fun*' while the strap line is "*...because life gets better with age*". These changes were discussed and approved by the members.

We have also changed the way we attract new members. New members can come in just for lunch if they wish to do so, the one proviso to that is that they must make their own way to the Club and that they have booked in ahead of time so we know that they are coming. This more flexible way of operating the Club is proving very popular and our membership numbers are on the increase.

The sad news as always in an organisation such as ours is that inevitably members pass on. This year has been no exception and we have lost 4, plus 3 others that moved on to other centres. Our thanks go to May Branch's family for their kind donation, which has gone into our social fund for our other members to enjoy, it will go towards one of our trips out. Nancy Kelly, who sadly died in the Spring, will also be greatly missed as she had been with our day centre since before CARESCO took it over in 1983, working first as a volunteer and driver before she in recent years became a member herself. Our thanks to her family for their generous contributions in her memory.

Our members have benefitted from improvements to the main Club Room over the year. Firstly a projector and screen have been installed, our thanks go to Matt Coates for taking the time to install it. We can now enjoy watching the occasional afternoon film together, National Trust documentaries being a particular favourite. Our members have also appreciated the addition of some extra dining chairs with arms on them which can be helpful and new blinds at the window which help to blackout the room for our film afternoons and also improve the look of the room.

Our social fund is looking quite healthy and we have decided to raise funds differently this year so instead of the bingo sessions we have held two quiz nights, both were a sell-out. Our thanks go to the people of the village for their continued support. These funds are in particular used to subsidise the cost of our Club outings for our members.

The members went on five trips last year to a mixture of restaurants and garden centres plus a visit to the Raptor Foundation which proved a huge success and was enjoyed by all.

Our thanks as always go to Bill Allport for maintaining our wheelchairs and all the other duties he performs. Also to all our other volunteers who work so hard throughout the year, without whom we would find it very difficult to operate, we are as always extremely grateful. Our thanks also go out to Susan Bate of Care Network for all her help and advice in the rebranding of our Club.

We welcome visitors to the Vintage Club, even if it's just for a cup of tea and a chat with our members. Please pop in any Wednesday or Thursday and join us for a cuppa. We would love to see you.

Vicki Scott & Gill Robinson

Friendship Club

Manager: Pat Ayres
Deputy: Helen Trebes (Tuesdays, since June 2015)
Venue: CARESCO Centre
When: Monday and Tuesday 10.30am - 1.30pm

Membership: Monday - 10 Tuesday - 17

Aims: *To provide an opportunity to make new friends and share a meal together*

Our Friendship Club has had four trips out in this last year. Our Christmas trip was to Waterside Garden Centre and was enjoyed by all. There were various sections which allowed members to have some retail therapy, buying clothes, food items and of course a lovely Christmas display for gifts.

During the year at members' request, a weekly raffle and the sale of goods was started. Both activities have proved beneficial for subsidising our trips out. Helen and I along with the Vintage Club staff have arranged two evening quizzes for village folk which has raised almost £500 for each Club. This also goes into subsidising our trips out.

Sadly this year May Branch, a Tuesday member, died suddenly last November, a lovely lady who will be missed. Her family kindly donated the funeral collection to both Friendship and Vintage Clubs. Also during the year, Nancy Kelly, who was a founder member of CARESCO moved into a care home to be nearer to her family. Sadly Nancy passed away on 6th March 2016.

On a more positive note we do have room for new members and we can be flexible with attendance whether you are single or a couple. If you don't wish to eat lunch just come along and join us for tea or coffee and a chat. We will make you most welcome.

As always our thanks go to Jackie Gillis our volunteer driver and the Sawtry Car Scheme, especially Tony Black. Also thank you to Helen, she only works with me on Tuesdays but she has been a strong support to me during this past year.

Pat Ayres

Printshop

Manager: Marina Joyce
Deputy: Donna Green
Venue: CARESCO Centre
When: Monday - Friday 9am - 12 noon

Aims: *To provide a low-cost printing service for community groups*

We print a range of publications throughout the year for a number of local organisations, some are occasional one-offs but our regular printing jobs include:

Every month	Stilton Scan magazine
Every two months	Sawtry Eye magazine
Every three months	Eye Scan magazine and Brockley Central Old Scholars Newsletter
Annual	Fenstanton Sports programme, Great Stukeley Flower Show Schedule, Hunts RSPB newsletter, Sawtry Carnival programme, Sawtry Show Certificates, Sawtry Methodist Church Annual Report

I would like to thank Donna who became my Deputy in June 15, for her support over the year and also would like to thank Miranda our Volunteers Manager for recruiting new volunteers over the year.

We have roughly 40 volunteers old and new, who are always eager to help either with the folding, collating or stapling for 2 hours in the mornings when needed which includes a break for a cuppa and biscuits. The Printshop could not run without all their help which is very much appreciated. The more volunteers on the team, the less work for everyone.

In December we had our annual buffet lunch as a thank you for all Printshop volunteers who help throughout the year which was a great success with a good turnout.

If you know of anyone who would like to help at the Printshop please phone or call into the office between 9 – 12 weekdays to find out more. Contact details on page 3.

Marina Joyce

Sawtry Eye

Editors: Liz Coates & Marina Joyce

Designer: Donna Green

Bi-monthly: February, April, June, August, October & December

Distribution: Conington, the Giddings, Glatton, Hamerton, Sawtry, Upton, & Winwick

Aims: *To edit, produce and distribute a village magazine paid for by commercial advertising.*

First published by Sawtry Parish Council in 1988, the Sawtry Eye has become a very popular and well-read village magazine distributed free to Sawtry and the surrounding villages. The magazine is self-funding through advertising revenue and we are as always grateful to all the local companies who choose to support us by placing their adverts with us.

Over the years however the overheads for the Sawtry Eye have inevitably increased as our distribution area has grown. These days we print and distribute 3000 copies and the level of income in recent times has meant that the Sawtry Eye has not been contributing income to support CARESCO's other services as was originally intended. To combat this growing concern, the team have worked to reduce costs where possible and to increase income by introducing a new way of paying for advertising through a regular amount rather than a one-off annual charge. This initiative has proved popular with the smaller local businesses and has increased the number of long-term bookings.

The Sawtry Eye production team rely heavily on the wonderful team of Printshop volunteers to produce the finished copies and also to our willing band of distributors who ensure that readers receive their copies in good time each issue. Without you all, our work would be in vain, thank you for all you do. We must also thank our amazing Graphic Designer, Donna, for her hard work giving the Eye its distinctive look.

Liz Coates

Trustees Wanted

Do you have time, skills and knowledge to offer?

Would you like to get involved with the work of CARESCO?

We need new people willing to get involved and help to lead our organisation into the future, who share our vision for helping members of our local community.

As a charity, we are run by a board of trustees who have oversight of CARESCO and ensure that we operate in a legal and safe manner, following current guidelines while making strategic decisions as to the way forward.

We need people with experience, skills and knowledge in areas such as: management, business, personnel, fundraising, accountancy, admin and much more including above all a general willingness to get involved by joining the team and making a difference.

If you are interested in helping us to be the best we can be in providing our range of services to the local community, please get in touch with our Volunteer Manager on 07751 798287, email volunteer@caresco.org.uk or speak to one of our existing trustees.

Charity Shop

Duty Managers: Sam Barrett (from March 16), Isabelle Brown (until Jan 16), Emma Flanz, Hannah Lea, Gill Robinson (until Feb 16)

Venue: 7 Greenways, Sawtry, PE28 5UR, 01487 208026

When: Monday - Friday: 9am - 4.30pm; Saturday: 9am - 12.30pm; Sunday: Closed

Aims: *To provide a local low-cost recycling service for the community while raising funds for the wider activities of the charity.*

The shop has just celebrated its 3rd birthday, and the success of the shop continues, it is a real hub of the village. The people of Sawtry and the surrounding villages still exceed our expectations with donations and their custom.

Our gross sales from April 2015 to March 2016 have increased to £58.5k, we achieved this figure thanks to our very hardworking volunteers and generous customers.

Our gift aid scheme has grown with 1000 customers signed up and our total related sales have stayed steady at £9.1k. We have also computerised all our records during the year.

Following the departure of our online sales manager Nicole at the end of last year, our new Duty Manager Emma Flanz joined us to handle our selling of higher value items via online sites as well as taking on regular shifts in the shop. Due to increases in fees and people selling their own items, our sales have stayed at £2k. We receive a large volume of books which we now sell via an online site in addition to the shop and this has added £1.5k to our yearly turnover. We also continue to be reimbursed for our rags and bric a brac.

During the past year we held two seasonal sales over a 2-day period, which increased our sales and cleared our backlog of stock. We were also able to make small but significant changes to the shop layout, this combined with our weekly changing window displays promotes the shop.

The shop continues to be a drop off and collection point for both the Bra Bank on behalf of the charity Against Breast Cancer (Registered Charity number 1121258) and the Sawtry Food Bank Centre.

During the year two of our duty managers stepped down from their roles, a big thank you to Isabelle Brown and Gill Robinson for their enthusiasm and support. Emma Flanz increased her days as Duty Manager to include Mondays. We welcomed our new Duty Manager Sam Barrett in March 2016 who has a wealth of experience in retail and training, she will work alternate Fridays and every Saturday. Our lead trustee Angela Newell also stepped down, thank you to her for her support and guidance. Christine Mynott has replaced her to represent the trustees on the shop team.

The continued success of the shop is thanks to our wonderful volunteers and customers. We always welcome new volunteers, please contact volunteer@caresco.org.uk for more information.

Please contact either the shop (details above) or the CARESCO Office (contact details on page 3) for more information.

Hannah Lea

Gift Aid

CARESCO is registered for Gift Aid so if you are a UK tax payer you can sign a Gift Aid declaration when making a personal donation and CARESCO will be able to claim back from the government an additional 25p for every £1 given. This includes monies donated through our home collecting boxes as well as any regular giving or one off donations. We can now also claim Gift Aid on donations of goods made to the shop when sold.

All we need you to do is to complete a Gift Aid declaration form once and we will do the rest.

Thank you to everyone who has already signed up to Gift Aid, it makes your donations go even further and helps us to do even more for our local community.

For more information, please contact the office, details on page 3.

giftaid it

Good Neighbours

The original vision for the Good Neighbours scheme was to provide a befriending service for those who wanted the opportunity to have a visitor in their own home for friendship, a cuppa and a chat. Sadly this aim proved too ambitious and we have not been able to get a service established.

Although a small team of volunteer befrienders were recruited, it was difficult to find people who were interested in the service. Understandably no one wants to admit that they are lonely, isolated or in need of a friend. While a few pairings were started, none of these managed to continue for long. Frustratingly the majority of the few referrals which were received proved to be unsuitable for the team of Good Neighbours to take on and needed to be referred on to other services.

With the departure of the manager in the Spring, the trustees took the decision to take time and review the whole idea, looking for alternative ways of meeting the perceived need for support and companionship which was the start of the original concept. During the period of time that the Good Neighbours were in operation, it was becoming clear that the greater need was from carers who were looking for support and a 'sitting' service for their cared for person so that they could have some time out for shopping or socialising. These needs will be taken into account when reviewing the service and may form the nucleus for a new initiative in the future. In the meantime we will continue to offer our day care services, where appropriate, to any enquirers.

Liz Coates

Volunteering – The Happiness Effect

Spending time volunteering is a valuable way to spend your time

- ☺ You can help to protect your mental and physical health
- ☺ You can make new friends and relationships
- ☺ You can feel a real sense of achievement and fulfilment
- ☺ You can gain new skills or try out a different career path
- ☺ You can improve the community and lives of those around you

CARESCO takes this opportunity to thank each and every one of our volunteers, however there is always room for more to join us. Here are just some of the roles you could also be involved with:

- ⇒ Improving the lives of elderly people by spending time at the Vintage Club or Thursday Club
- ⇒ Helping to collate or staple together the Sawtry Eye, which serves nearly 3000 homes
- ⇒ Sort through pre-loved donations or serving customers at CARESCO Charity Shop
- ⇒ Make cakes or serve refreshments at the weekly community Coffee Shop
- ⇒ Help to run a food bank session and support people in a time of crisis
- ⇒ Become a volunteer car driver for those less able
- ⇒ Steer CARESCO on its journey by being a trustee

Volunteers are the glue that holds our community together. They certainly are the lifeblood of CARESCO and we would not exist and provide the services we do without them. We thank you unreservedly for all you do.

For more information, please call me on 07751 798287 or email volunteer@caresco.org.uk

Miranda Knell

Coffee Shop

Managers: Marina Joyce & Liz Coates

Venue: CARESCO Centre

When: Friday 9 — 11.30am (9.45 — 11.30am outside term time)

Volunteers: Twink Bunker, Liz Chattell, Mary Creaney, Val Glover, Mary Potter, Margaret Rowley, Maureen Westbrook

Aims: *To provide a venue for people to meet up with old friends and to get to know new ones over a cuppa and cake.*

The Coffee Shop has remained well-used throughout the year with a good number of regular customers along with those who only call in occasionally. We have at times struggled to find enough volunteers to run the sessions and have learnt to deal with a shortage of homemade cakes some weeks. However with thanks to our Volunteer Manager, Miranda, we have brought in some new volunteer help and now have a bigger team to call upon for the rota.

The morning starts with a group of parents fresh from the school run and ready for their tea & cake, though it is noticeable that this group no longer regularly bring any pre-school children with them which makes the mornings quieter. Our older group of customers have brought in new people to join them helping to increase the income as they often stay for the morning and enjoy multiple drinks and slices of cake. There is generally a lot of conversation and laughter with the occasional putting the world to rights.

Our thanks to our wonderful hardworking team of helpers as named above and to our cake bakers Maggi and Debbie who relentlessly work to keep us supplied with fresh homemade goodies. We can always pop an extra into the freezer for another week if you fancy baking us something for a Friday morning.

Liz Coates & Marina Joyce

Sawtry Car Scheme

Co-ordinator: Tony Black

When: Daytime weekdays

Drivers: Tony Black, Tony Goold, Hilary Kemp, Harry Poole, Richard Spencer

Aims: *To provide an affordable alternative for anyone who has difficulty using public transport.*

It's that time of year again – you know, when I bombard you with facts and figures about the Sawtry Car Scheme! Well, I just wanted to tell you that we're doing very well (or at least, that's what our customers tell us). During the past year, we've taken an increasing number of people on around 740 different trips, covering some 15380 miles – a not inconsiderable number. Of those, it's mildly interesting that the reason for the trips is split almost equally between medical, social, and shopping journeys. It is worth remembering that all of these trips are provided for people who would not otherwise be able to get out and about, and for whom public transport is simply not an option – and for whom private hire is beyond their reach. I mention that, because I'm aware that some people may perceive us as a taxi service: we are absolutely not that – we are not licensed as taxi drivers, and cannot provide the service they (and only they) can provide.

I'd like to think that generally speaking we can fill customers' requests – but would make another plea to remember that we are all volunteers, using our own cars, in our own time, and so if you can give us as much notice as you can, I'm sure we can continue to provide a useful service to the residents of Sawtry and surrounding villages. We look forward to the next 12 months and even more service to our local community.

Tony Black

*If you would like to know more about the car scheme, want to become a passenger, or join us as a volunteer driver, please visit our website or contact the co-ordinator direct on **07810 476979**.*

Sounds Good

Co-ordinator: Linda Dupée

Venue: CARESCO Centre

When: Second & Fourth Fridays 1.30 - 3pm

Aims: *To provide a friendship group for those who enjoy all things musical & the spoken word*

The idea for a Sounds Good group originally came from a comment made at one of our Christmas Day parties and the aim evolved to provide space and time for an evolving friendship group to explore a range of activities and topics involving sound. We settled on two meetings a month with a session donation for regular attendees of £2 per head towards costs. Pam Tuplin was consulted on possible topics and organisational issues and remains a guiding light.

We do not adopt a membership ethos, but rather encourage an informal 'drop in' arrangement to work around attendees' own tastes and plans. We have around twenty people on record with session numbers usually around thirteen or fourteen. Having just completed our second year I feel confident in declaring the project a success. We have covered topics ranging from poetry to musical quizzes to bell ringing and jazz using instruments ranging from piano to guitar to saxophone and even bottles and spoons! Attendees are happy to be used as guinea pigs in trying and testing various cake recipes and we've sympathised and laughed with each other.

The sessions aim to provide a relaxed, supportive and happy atmosphere in which we can explore sound and enjoy each other's company. Last Christmas we felt confident enough to entertain the Vintage Club and, having declared ourselves a success, plan on a repeat performance.

I personally look forward to the next twelve months.

Linda Dupée

Sawtry Food Bank Centre

Steering Group: Christine Mynott, Martin Mynott, Tony Stefanelli, Heather Thompson

Venue: CARESCO Centre

When: Tuesdays & Fridays, 3.30 - 6.00pm

Aims: *To provide emergency food for local people in crisis by partnership with the congregations of the Sawtry Churches and Godmanchester Foodbank*

During the past year Sawtry Food Bank Centre has continued to provide food to people in need, while also signposting them to various places, an example would be to agencies that assist with debt issues. Since the 1st April 2015 to the 31st March 2016 we have issued 79 parcels to 61 visitors that have come to the Food Bank.

People have been very generous throughout the year with food donations at the various village collection points, and not only with food but personal donations of money also.

We had two promotional events at the local Co-op Foodstore, one in September last year and the other this year. At the September event Delia Riddle Chairman of the Parish Council attended, as well as Miranda Knell CARESCO's Volunteers Manager and there was an article in the Hunts Post organised by Martin Mynott.

During the first event we collected 171kg of food over the two days, for the second one we collected double that at 340kg plus donations of money amounting to £38.91. This was all down to the volunteers who helped, a big thanks to those involved and also to the Co-op staff for their support to make the collections possible.

We had our 6 month review in June which the majority of our volunteers attended, Delia Riddle also joined us as an observer, it was decided that we would continue to work with Godmanchester, later to be joined by the new Yaxley Food Bank Centre. We have a very good relationship with all parties, and have regular meetings with the other food banks.

We attended the Sawtry Carnival in June, and handed out leaflets, as well as displaying, parcels, we sold Lego, chocolates, and drinks which had been donated to us, and it was interesting to hear what people had to say about the Food Bank.

Chrissy our volunteer Project Manager who had guided us since we opened, unfortunately resigned for personal reasons, however she continues to be a volunteer, therefore rather than appoint another Project Manager it was decided to form a Steering Group to lead the team, we meet once every 2 months.

Once we knew we would continue with Godmanchester, and after we had our audit with the Trussell Trust which we passed with flying colours, we started to pick and make up our own parcels rather than collect complete ones from Godmanchester. Specific volunteers were trained to input our vouchers onto the system, and recently we have started entering the data on the Trussell Trust website.

To improve the warehouse even further we appointed a Warehouse Controller, Terri who, assisted by Martin Mynott now controls the Warehouse. Since their appointments they have devised systems and have trained volunteers for best practices to be used in the warehouse.

We celebrated our first year with a party in February with refreshments, wine, and cake, we also welcomed guests from the Godmanchester Steering Group.

We had started with 19 volunteers however we are at present down to 13, which adds pressure on the rest of the volunteers and makes co-ordinating the rotas rather difficult. We are looking at ways of increasing our volunteers, and will be using the upcoming Sawtry Carnival to promote the Food Bank, as well as working through Facebook.

We are here to help those in need and will continue to do so whilst we have volunteers as dedicated as we have.

Tony Stefanelli

Christmas Day Party

Co-ordinators: Linda Dupée & Liz Coates

Venue: CARESCO Centre

When: Annually on 25th December

Aims: *To provide an opportunity for people who would otherwise be on their own to get together on Christmas Day to enjoy a traditional lunch and celebration.*

Our fourth annual party was for the first time fully booked with 40 people signed up in advance, four of whom did not attend on the day for various reasons. Of those who joined us 23 were 'guests' - that is people who played no part in the planning and preparations for the day - and 17 'helpers', only four of whom were new to the day and most of whom would have also otherwise been on their own. In all the publicity there is no distinction between those who help out and those who do not.

We have had some lovely letters of gratitude, but my favourite quote from one of our newbies was:

"Thank you to all involved in the Christmas dinner. We all agreed it was lovely, a five-star hotel could not have matched you, every small detail was so carefully and lovingly thought out."

The event followed the now established template with pre-planning in the autumn with a small group including our new chef Mark who worked on the day alongside Isabelle in the kitchen producing a delicious traditional four course Christmas lunch. The rest of the team then met nearer the event to plan and agree roles.

Christmas Eve is the day for decorating the venue, laying tables, wrapping gifts, writing cards and of course preparing as much as possible of the food itself. On Christmas Day a small team arrived early to ensure all the cooking was underway while the rest had a chance to attend church services or to take it easy before appearing. All was ready and in place by the time the driving teams went out around mid-day to collect those who had requested transport.

On arrival at the Centre, guests were welcomed with sherry and nibbles before being invited to sit at the tables ready for dinner to be served. After the Queen's Speech and a visit from our own Scottish Santa, there was a rather messy game involving after-dinner mints before the guests returned home clutching their presents and party bags containing a piece of Christmas cake and a photo of themselves taken on the day.

Then the big tidy up began, though it is amazing to see just how quickly a large team of people can put a room straight.

We have now spent the start-up funding we received back in 2012 of £2500 from the Telegraph newspaper and were grateful to receive a donation of £500 from Greggs Foundation to fund the day. We have also received

personal donations totalling £120 from grateful guests – though no charge is made to attend – plus donations for leftover food taken home which will go towards our next Party.

During the feedback meeting with the kitchen team after the event it was agreed that little could be improved on the day. In fact one volunteer had written to say that they felt that if we were any more organised the event would feel too clinical! It has just the right amount of planning to make it enjoyable for both those who help out and those who join in on the day.

Liz Coates

Volunteers

Manager: Miranda Knell

Aims: *To recruit, place, support and recognise volunteers throughout CARESCO*

Getting to know the volunteers within CARESCO over the last year has been the most rewarding part of my role. Early in 2015, we had estimated there were about 100 volunteers involved in the work we do however after my research of all the activities and projects I discovered the number of people volunteering is around 150. This number does include all who are involved in our partner projects like the Sawtry Car Scheme and the Food Bank Centre as well as those who help with fundraising. The majority of staff are also active volunteers for CARESCO, and are not averse to roping in family members whether they be partners, children, parents or anyone silly enough to say yes, to help out occasionally.

Some of our volunteers nominated CARESCO for a Valuing Volunteers Award in July run by the Huntingdonshire Volunteer Centre. We were thrilled to reach the final five organisations and received an award for special recognition from the judges. Thank you to our volunteers who felt we should be nominated for the ways in which we show that we value them.

Over the year I have been working to improve good volunteer management practice throughout all projects and activities in line with the requirements to attain the Five Star Focus Award. As the activities are diverse, so are their individual needs and this has meant it will take time to get all the elements in place that are required in order to apply for the award. It is in our sights, now however we want to ensure that any processes put in place are justified and sustainable.

We currently have in place a Volunteer Policy, Induction Procedure, a Volunteer Handbook, Health & Safety Policy which includes volunteers. We have updated our Volunteer Problem Solving Policy & Procedure this year in line with current guidelines. We have held our first volunteer suggestions & feedback meeting with our charity shop volunteers and staff. It was an afternoon meeting but well attended and quite lively. There are plans to hold another two in 2016, one on a Saturday and the other on an evening so that we maximise our chances of everyone being able to attend a meeting.

We have held thank you parties over the year. Volunteers from the Printshop and Coffee Shop came to a Christmas buffet lunch in December. Then in January we held an afternoon tea thank you for the Charity Shop volunteers. We had a great turnout to both events and they were a lovely way for our volunteers to relax and socialise. We certainly enjoyed both occasions. A whole organisation Thank You celebration is planned for later in 2016.

In November we nominated one of our dedicated volunteers Doreen Rickard for the Hunts Forum Volunteer Award 2015. She was delighted to receive a certificate and flowers in recognition for her valuable contribution to CARESCO. Well done Doreen, who in her typical style did not want any fuss to be made of her.

Choosing just one of our volunteers for special recognition was a difficult task as we appreciate all the time and effort given by each and every one of our volunteers. At CARESCO we work to reduce social isolation. Many of those who help us, let us know that taking part in the work we do gives them the chance to give something back to our community whilst they also gain from making new friendships with other volunteers.

So a massive thank you to everyone who is a volunteer for CARESCO. We cannot do what we do without you and so many people in our community benefit from your support. We are always in need of volunteers, please do get in touch if you feel you can help and maybe we can also help you.

Miranda Knell

The CARESCO Centre

We have now been in our Centre for 15 years and it is beginning to show signs of wear and tear, however through good management we are able to continue to maintain the building to a high standard and to anticipate some future issues and act accordingly. We have been fortunate to have some rather handy people willing to help out with any needed maintenance and we are grateful for their cheerful willingness to fix things. Sadly Keith, who has been looking after our garden for the past few years has in more recent months been out of action with poor health, though he is always willing to offer welcomed words of advice and we are still benefitting from all his hard work in the past. Meanwhile Bill continues to look after our feathered visitors by keeping the feeders for garden birds topped up. John also tidies up for us outside the building when he is able.

Indoors we were sorry to receive the resignation of Tim Newell during the year, both as a trustee but also as a reliable member of the maintenance team. Tim headed up the kitchen refit a few years ago and the result of his hard work is still used every day to produce endless meals and refreshments. Meanwhile Barry continues to be at our beck and call whenever something goes wrong, or drops off a wall and Julie works her magic keeping us clean week to week. Our thanks to everyone who has helped out in any practical way over the year.

Brian has proved a useful new addition to the team by bringing his expertise in all sorts of aspects of building management including helping us to put together a new maintenance regime to avoid the dangers of Legionella and in sourcing some replacement second-hand furniture for office use. He has also proved handy in the shop for which we have been very grateful too.

One of our new trustees, Martin Mynott came to us with useful knowledge and skills in H&S and is to be thanked for, amongst other work, putting together updated risk assessments for both the Centre and also the Charity Shop as well as the Food Bank Centre's food store.

Improvements to the Centre are done as and when funds allow and we are grateful to our trustee Jacqui who has tirelessly written grant applications for various improvements needed with some considerable success. Thanks to these additional funds, the main works done to the Centre over the year have mostly received external funding saving CARESCO funds for the running costs in the main.

New developments in the Centre have included the purchase and installation of a projector and screen for the main Club Room which are available for all our Clubs and activities. This innovation has been enthusiastically received by the members of our Vintage Club who have taken to watching a film together occasionally in an afternoon. However we have also used these new facilities for training sessions. Our thanks to Matt for his help and advice in planning and installing the system. Club Room users have also benefitted from the addition of extra dining chairs with arms, which some service users find useful.

We have been spending the rest of the £5000 grant presented to us by Buckles Solicitors by continuing to improve and repair our facilities. In particular, in August we replaced the blinds in the Club Room with vertical blackout blinds to aid those using the projector as well as to improve the appearance of the room. In the Autumn we replaced the main front doors with a new unit, while in December we had the main ramp into the building rebuilt as the original was beginning to suffer from the weather and use. To be given such a large grant to spend as trustees thought best is a rare treat and we managed to make it go along way.

In February we were delighted to be awarded a grant from Screwfix of £2530 to cover the cost of replacing the three remaining original external doors which enabled us to complete the job of renewing all our external doors, greatly improving the appearance both inside and out while reducing the drafts for our building users. With the big decision to remove the external grills from all the windows in the building following many vandal-free years, the Centre looks as attractive as we can manage.

In July we welcomed another team of Y12 students from Sawtry Village Academy who joined us for a week of fundraising activities but also spent one day repainting the skirting around the outside of our Centre and restaining the garden furniture. Our thanks to them for all their efforts.

We continue to be conscious that we are in a time-limited building and are on the lookout for any suitable permanent alternatives that may appear on the horizon. In the meantime we will continue to look after the building we have occupied since 2001 and are grateful for all the hard work and fundraising that went into acquiring and maintaining it.

Liz Coates

Fundraising

CARESCO is completely dependent on fundraising and grants to provide the necessary income to enable us to function. We are as always grateful to everyone for all the support throughout the past year which has kept us going. There are far too many to be all mentioned here, but the following are among the highlights from the year, our thanks to all involved (amounts rounded) and apologies to anyone we have failed to mention:

- April 15 - Cambs County Council awarded us with a grant of £24,808 towards the running costs of our day care clubs. This contribution is made on an annual basis.
- April 15 - Afternoon Tea Dance at the Corn Exchange, St Ives, organised by Maggi - raised £690.00
- April & Oct 15 - The Vintage Club and Friendship Club joined forces to host a Quiz Supper which raised almost £600, repeating the event in the October.
- June 15 - the Sawtry Carnival is always a big day for CARESCO when we open our doors to the general public. This year once again the lovely ladies of Sawtry WI sold teas from the Club Room, sharing the profits with CARESCO while we ran a stall outside alongside one for the Food Bank Centre. Including all donations, particularly the one from the Sawtry Gardening Club, being their proceeds for the day, we raised over £500.
- We hosted a couple of Body Shop parties during the year, thanks to Emma Green, each providing an evening of fun and socialising while raising funds.
- October 15 - We hosted a barn dance at Sawtry Village Academy once again arranged by Maggi and hugely enjoyed by all who attended. The evening raised £1000 in total, thanks in part to the generosity of those buying raffle tickets.
- November 15 - Sawtry Small Business Partnership Christmas Fayre. Thanks to the enthusiasm and persuasive powers of Steph from the SSBP, this event proved to be a great success. Ably led by Miranda, a CARESCO team provided thirsty customers with light refreshments throughout the day and alongside a stall from the Charity Shop, raised a total of £130.
- December 15 - As a new initiative, we ran a themed children's activity session before Christmas with the aim of contacting and welcoming a different age group to our usual in the CARESCO Centre. Thanks to the hard work and creativity of the team, a lovely if loud and enthusiastic afternoon was had by our young customers accompanied by adult carers. This event was then repeated on an Easter theme in March.
- December 15 - We welcomed the return of the RAF Wyton Voluntary Band in their Christmas concert back at Sawtry Village Academy. Thanks to Maggi and team, we had a wonderful evening with the £1800 proceeds going towards CARESCO funds.
- December 15 - The collection of £120 taken during the Sawtry Village Carol Service was kindly donated to Sawtry Food Bank Centre.
- January 16 - Glatton Parish Council gave us a grant of £30 towards running costs.
- February 16 - Screwfix gave us a grant of £2530 to cover the cost of three replacement external doors.
- Our shop and home collecting boxes were particularly successful during the year raising £890. Thank you to all concerned.

Above all, our charity shop has again managed to produce a steady source of income throughout the year which enables CARESCO to continue, surpassing all expectations and financially supporting everything that we do. Our particular thanks to the team of staff and volunteers, and of course the customers who make it all possible.

None of our fundraising events could happen without the dedication and hard work of all those who volunteer to help out and those who are prepared to buy tickets and support us. Our thanks to everyone who has been involved with any of the activities mentioned above, and those which have not been commented on.

Liz Coates

The Beginning

A Sawtry-based charity was founded in 1982 (registered number 288202) with the full title of Sawtry & District Care and Resource Organisation but colloquially known as CARESCO.

In the mid-1970s a number of community groups were set up in the village, including a day centre for the elderly, held at Sawtry Village College and a lunch club where people could prepare and share a meal together, held in an old cookery classroom. After a few years, the original organisers had to move on and, rather than losing these groups, a steering committee of local residents formed and CARESCO was born.

Based in the rather ancient modular building known as the Homecraft Centre, CARESCO continued to grow in size and strength through the enthusiasm and hard work of all involved.

Over the years a variety of activities have been brought under the CARESCO umbrella, most run by paid part-time staff and supported by teams of volunteers, working together with local authorities and other voluntary organisations towards a stronger, more caring community. Funding has come through grants from local councils, attendance fees, personal and organisational donations and fundraising.

In 2001 CARESCO moved into an all new purpose built modular building, called the CARESCO Centre, funded by a grant from the National Lottery and bringing the Sawtry-based activities together into one building.

By 2011 a new legal structure was needed to strengthen the organisation and enable CARESCO to deal with the new requirements of funders and other organisations, therefore CARESCO became an incorporated charity, CARESCO Ltd (registered number 1140728; company number 7513432).

In response to the challenges faced regarding a secure income, the trustees agreed to open a charity shop in Sawtry in April 2013. Although a lot of hard work, setting up the shop has proved very worthwhile for many reasons, not just for the additional income it has introduced into the organisation. The shop is now a popular community hub, provides a very welcome recycling service and has brought a large team of new volunteers into CARESCO. The additional income has helped to fund new services to meet needs within the local community.

Management Board

2015 –2016

President: John Garner

Officers:

Chairman	Linda Dupée
Honorary Secretary	David Whitney
Honorary Treasurer	Ann Daniels

Board Members: Tina Campbell (*Co-opted Dec15*); Ann Daniels; Barry Dupée, Linda Dupée; Wendy Grey; Christine Mynott (*Co-opted April15*); Martin Mynott (*Co-opted June15*); Tim Newell (*Retired Feb16*); Tony Stefanelli (*Co-opted April15*); Heather Thompson (*Co-opted Dec15*); David Whitney; Jacqui Whitney

Note: All trustees give their time voluntarily and receive no remuneration or other benefits

Non-voting CARESCO Project Managers (ex officio) are welcome to attend board meetings and contribute to the discussion, however Staff are asked to leave during sensitive agenda items.

The trustees have had regard to the guidance issued by the Charity Commission on public benefit in their management of CARESCO during the year.