

Annual Report

2016—2017



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 2016 to 31st March 2017

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 fourth year of trading and the Christmas Day Party its fifth 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 developing support for local carers and investigated working with families living with autism.

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 those 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 there for anyone who is in receipt of a valid voucher.

Social Impact: CARESCO was established to provide an opportunity for older members of the community to get out for a day and to give carers time off, but has grown over the years to include other activities.

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 significant 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 keep 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 2014 with the Christmas Day Party and since that time have seen my share of improvements within the organisation. 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 both in Sawtry and surrounding villages. All of the 12 separate current initiatives are running well (which you can learn about on our website or in Sawtry Eye). New initiatives are being arranged for the future as I type.

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 life needs change. Friendships and support systems are formed and a strong community forged from shared experiences.

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

CARESCO is run by 20 part-time roles and over 170 volunteers contribute to, and benefit from, involvement in the organisation. These super-hero people help through a range of roles from giving their time and energy at our day care projects, beverage making, cooking and waitressing, sorting and serving in the shop, serving as trustees, driving for the car scheme and working on the Eye collation amongst many other very appreciated tasks. We pride ourselves in believing that there is a place for everyone in our organisation.

Please continue to help and support us in our quest to make CARESCO bigger and better than before, somewhere people will talk about positively and in which they want to be part.

Tina Campbell

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, with particular thanks to the Charity Shop team who performed very well again. In addition, the strategy adopted by the Printshop throughout the year meant that they continued to improve their position compared with where they were two years ago.

A big thank you to everyone involved with any of the CARESCO Activities, and not forgetting the office staff, because with everyone's involvement CARESCO continues to strengthen its position year after year.

The CARESCO Centre is around 16 years old and has a life expectancy of around 25 years; therefore, the Building Fund that we have been accruing is for its replacement when the time comes. Beyond this, all operational profit is ploughed back into the organisation to meet any immediate needs.

A big thank you to Joanna Williams for being our Auditor and for at times guiding Marina and Donna our accounts team who manage the monies from day to day.

Thank you also to everyone who has supported us financially in anyway during the year, as a charity dependent on fundraising, we could not continue to do our valuable work without you.

Finally while the aims of CARESCO are to financially protect its activities, it is not the intention to sit on any profits. However our Reserves Policy, reviewed annually, states that we must hold six months operational costs and protect future operational continuity. Our total reserves have once more increased from last year, which demonstrates that the organisation is in a healthy position, but it is imperative that we carry on with the various policies we have in place and continue with our strong financial management.

Tony Stefanelli
Deputy Treasurer

This report has been prepared by Tony while our Treasurer Emma Queen is on Maternity Leave.

Financial Statement

April 2016 — March 2017

The audited financial statement for the year April 2016 to March 2017 is available as a separate document and from the downloads page of our website.

Our thanks to our treasurer Emma Queen, 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

So many people have been involved with CARESCO one way or another over the years, and we are grateful to them all for their input. This year we have been particularly sorry to hear of the death of Jack Smart, our former chairman. Jack worked closely with former Organiser, Kathy Jones from successfully applying for a Lottery grant to fund the current CARESCO Centre through to seeing the building officially opened in April 2001. Jack had also served our community as both a Parish and District Councillor in his time, along with many other contributions. He was quite a character, had a wicked sense of humour and loved his biscuits and sweets. He will be much missed.

Our range of services on offer have continued with only minor changes from last year, though new possibilities are currently being investigated. After reviewing the situation, the trustees sadly agreed to close the lid on the original Good Neighbours befriending scheme, but by changing the focus, its successor is beginning to take shape (more on page 13). While additional needs have been identified within the community, we are limited by resources and space and will need to find solutions to these issues before we can develop these ideas further.

The Charity Shop team have been amazing this year, working hard to raise as much as they can to support the work of our organisation. Despite closing for a week in August, to carry out their refurb, they still managed to top £30,000 in net income over the year which makes a huge difference to the services we can provide.

At our AGM in October 2016 we heard a presentation about the Dementia Friends initiative, led by the Alzheimer's Society. Those in attendance were inspired to join in and led to CARESCO adopting an action plan for ways to move the scheme forward in Sawtry. Thanks to our local Dementia Friends Champion, Ali Scott, CARESCO has been able to host a number of public awareness raising sessions as well as facilitate a couple hosted by the local church congregations and the Wellside Surgery. The simple, but effective, material is accessible to anyone who would like to know more about the condition and ways they could support people living with dementia. This work will be ongoing, with the long-term aim of encouraging Sawtry to become a Dementia Friendly village, this will require a significant number of community groups and local businesses to get involved and join in the scheme.

We have also been working with Hearing Help, an organisation who support people with hearing difficulties. A local volunteer has been running a surgery at the CARESCO Centre once a quarter, offering advice, help and support to our own Club members. This has proved popular with both members and volunteers who have also accessed the service and we are looking at ways this could be expanded to include an open public surgery for any members of the public to attend.

Staff, trustees and volunteers have made the most of any local training on offer, usually through our local Community Voluntary Service, Hunts Forum, or via Cambs County Council. Miranda Knell undertook training in Manual Handling, with the aim of cascading the information down through the day care teams which everyone found to be very useful and worthwhile. Most of the staffing team also attended a half-day session, run by CCC on Making Safeguarding Personal and another on the Mental Capacity Act, to bring them up to speed on the latest safeguarding legislation and guidelines and how these will impact their work.

Miranda Knell and Liz Coates completed a half-day introduction to Autism which proved very interesting and informative. Although to date CARESCO has not worked specifically with people living with autism, this area may be something to be considered as a future project.

A number of trustees have also made the most of the opportunity to attend a session run by Hunts Forum detailing the role and responsibility of a trustee, and Liz Coates was able to join a day on Financial Reporting also led by Hunts Forum, which proved to be very informative.

As always I am grateful for the support and encouragement of the staff, volunteers and trustees over the past year, as well as their friendship and encouragement. Without their dedication and hard work, CARESCO just would not work.

CARESCO has come a long way over the years, starting with just a handful of activities and building up to the twelve we have today. During that time, the organisation has touched many lives, more than we can possibly count. People have benefitted from social contact, good food, involvement and purpose, be they volunteers or people using the services. Being Community is what CARESCO is all about.

Liz Coates

Alconbury Thursday Club

Manager: Mary Watkin

Deputy: Gaynor Foley

Treasurer: Nicola Scully

Cook: Various

Venue: Alconbury Sports & Social Club

When: 9.30am - 2.30pm

Volunteers: Lyn Alder, Ann Baker, Elaine Cull, Terry Foley, Alan Fox, Alasdair Gardner, Mick Gunney, Jean Kendall, Marie MacLarty, John Mann, Laura Mosca, Priscilla Nicholson, Margaret Oliver, 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. Our team of volunteers is essential in ensuring this happens in a way that ensures our members are comfortable at all times. 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.

This year we introduced a guest chef system in the kitchen. We now have four chefs, who each select the menu once a month, cook the meal and supervise any preparation. They are assisted by Ann Baker and Marie MacLarty. In particular thanks are due to Ann Baker who co-ordinates the menus, ensuring that chicken casserole is not selected on successive weeks. This new system has proved very popular with the members and has worked well. This is due to a generous and flexible approach by all our chefs and the kitchen team.

We arrange a varied programme of activities and trips out. This year we went on several shopping trips plus a welcome return to the organ collection at Burtey Fen. We are immensely lucky that Monica Pegg continues to organise these outings with a meticulous attention to detail.

Entertainment continues to be varied. Last year we introduced a number of new entertainers, who have proved very successful with the members. Many will be invited back for the forthcoming year. Expenditure on entertainment is a large part of our budget but brings a great deal of pleasure to the members. We continue to use the services of a music therapist regularly.

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, Jane Newton, Denise Pike, Gill Ratcliffe
Membership:	Wednesday - 14 Thursday - 20

Aims: *To bring together members of our community for a regular day of friendship, food & fun
“...because life gets better with age”*

The past year has been uplifting here at the Vintage Club and the Club has a really lively atmosphere. Our membership continues to grow and the flexible way we operate is proving very popular. Some members who attend the Friendship Club are now also attending our Club as well, giving them the opportunity to be at the Centre for four days per week.

On the admin side, two new forms have been introduced. One is an enhanced referral form to ensure we have recorded all the information we need for each member to help us to look after everyone as best we can. The other a risk assessment form we use to assess the facilities of venues we visit as a Club. The completed risk assessments are open to all the other CARESCO day care activities and are kept on file for future reference.

The sad news as always in a group such as ours is that inevitably members move on. This year has been no exception and we have lost five friends, and another who has gone into full-time residential care. Our thanks go to Doris Johnson's family and Ann Youd's family for their kind donations in memory of their loved ones, which have gone into our social fund.

Our social fund is currently very healthy and has been boosted by our own fundraising activities. We have continued on the path of having two quiz supper nights a year working with the Friendship Club team, interspersed with a few bingo sessions. As always, the Sawtry community have been very generous and supportive.

In addition, we also received a substantial donation of £300.00 from the Sawtry Carnival committee being their community donation for the year which was beautifully presented to the Club by the Carnival Court in all their finery and will also go in our social fund. Our thanks to the committee for nominating the Vintage Club this year.

The fund is used to enable our members to enjoy some extra-curricular activities beyond our usual weekly gatherings. For example, last year members went on five trips to a mixture of restaurants and garden centres which involved hiring a coach with a lift and subsidising the additional cost of their meals. Members are also able to enjoy a range of activities at the Centre, such as crafts and flower arranging.

We have enjoyed a visit from Hunts Regional College students who are studying health and beauty. Our members had their hair done, nails painted and hands massaged! We have also had two students who came to us for work experience. This has proved very successful and we are currently in talks to have another student when Ellie leaves us, she will be missed as was Victoria our previous student.

Our thanks as always go to Bill Allport for maintaining our wheelchairs and all the other duties he performs, although currently out of action after an operation. We wish him well and hope to see him back soon to resume his duties! 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.

We welcome visitors to the Vintage Club, even if it is just for a cup of tea and a chat with our members, so why not pop in on a Wednesday or Thursday and say Hello? We would love to see you.

Vicki Scott & Gill Robinson

Friendship Club

Manager: Pat Ayres
Deputy: Helen Trebes (Tuesdays)
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*

This last year has seen a few changes of faces at the Club. Some members have moved on but new folk have joined us, therefore our numbers remain roughly the same. We do have space for more members on their own or as a couple. There is no pressure to commit to both days or every week, we are very flexible. If you feel that is too much of a commitment just come along either day for a free tea/coffee and biscuits and enjoy some company for an hour or so.

We enjoy occasional trips out for lunch. This last year we had our first trip to Ferry Meadows, Waterside Garden Centre for some retail therapy and lunch. Our Christmas meal was held at the Eaton Oak where we gave out small gifts to members. In March, we tried another new venue and had a delicious lunch at The Dolphin Hotel which is a lovely setting by the river in St Ives. Our most recent trip out was to Long Sutton for the flower festival in their church followed by a very enjoyable lunch.

We still hold our weekly raffle and occasional Bring and Buy sale to boost our social fund. Helen and I with the staff from Vintage Club continue holding two quiz suppers a year. Overall, these events have raised approximately £1000 over the year. These proceeds go into the members' fund to help subsidise our trips out.

As always our thanks go to Jackie Gillis our volunteer driver on alternate Tuesdays and also to the Sawtry Car Scheme especially Tony Black for his kindness and patience towards our members.

My personal thanks to Helen for all her help and for keeping me sane.

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
Alternate months	Sawtry Eye magazine
Annually	Fenstanton Sports programme, Great Stukeley Flower Show Schedule, Hunts RSPB newsletter, Sawtry Carnival programme, Sawtry Show certificates, Sawtry Methodist Church Annual Report

We have had a very exciting new development at the Printshop during the year as we have leased a reconditioned duplex Riso Comcolor Printer and a new Riso Mono. The Comcolor has greatly improved the quality of printing and we have been able to offer colour printing to customers and also a colour option to Sawtry Eye advertisers in particular. So far we have received some very positive feedback from customers and readers.

We have roughly 40 volunteers old and new, who are always eager to help either with the folding, collating or

stapling for two hours in the mornings when needed, including a coffee break. The Printshop could not run without all their help and they are very much appreciated. The more volunteers on the team makes less work for everyone and I would like to thank Miranda for recruiting new volunteers to join us.

We had our thank you annual buffet lunch in December for the volunteers which once again was a huge success and I would like to say thank you to everyone who helped on the day.

My thanks also to Donna, my deputy, for her support over the year.

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.*

The past year has seen some exciting developments for the Sawtry Eye. With the new colour printers in the CARESCO Printshop, the Eye team have been able to make the most of the improved technology, now printing the front cover in colour, rather than mono on coloured paper. This has brought a lot of positive comments from readers. We have also been able to offer our advertisers the option of paying extra to upgrade their advert to colour. This has proved popular and enables us to cover the additional cost of production.

The Sawtry Eye continues to offer a much valued service to the local community, enabling clubs and organisations to advertise their meetings and events, for people to share news, and to circulate general information which may be of interest and value to readers. This would not be possible without the hard work of the regular contributors, the support of our advertisers, the hard work of the Printshop team and the dedication of our distributors. Our thanks to you all.

We offer particular thanks to our wonderful and creative graphic designer, Donna, who spends endless hours voluntarily arranging the layout of each issue. Her patience and eye for detail make the Eye what it is today.

Details of how to submit copy or place advertising in future editions is available via the office, or our website by following the links. Past issues are also available to be downloaded and enjoyed again.

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 supporting 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, compliance 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 (until August 16), Emma Flanz, Hannah Lea

Supervisor Rosemary Jubb (from September 16)

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

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

Contact: E - shop@caresco.org.uk; T - 01487 208026

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

We are now into our fifth year of trading and the shop has continued to change over the last 12 months, however the support and help from our trusted volunteers, customers and donors has remained unstinting. Their commitment, help and positive attitude towards the shop never ceases to amaze us.

Till Sales for the last financial year exceeded £54,000, against last year showing a slight decrease overall which although disappointing, is not necessarily unexpected. Our change in policy about not taking larger items of furniture has contributed to the shortfall. The shop managers, Hannah and Emma have both commented that the footfall through the door has seemed quieter, which is a trend that has hit the mainstream high-street shops too. The quantity of donations still remains high although the quality has gone down. This has meant that we are distributing more of our stock elsewhere.

We now have two rag collections a week and these sales since April last year have reached £4337. Our Ziffit sales have also increased and we now have a weekly collection from World of Books. This collection has two benefits, it gives us some extra income and it helps maintain the mountain of books that are constantly donated.

We received some devastating news at the end of 2016 when unfortunately one of our beloved volunteers suddenly passed away. Joanie Taylor was one of our regular volunteers in the shop working at least three days a week. Her passing has left a huge hole in the team's hearts and the moral was noticeably low. The New Year brought new perspectives and new volunteers to the shop. We held a volunteers' tea party in February to thank all the team for their hard work and continued support over the last 12 months.

Since our last Annual Report we have seen the departure of Christine who was a fantastic trustee to us at the shop, some of her advice and suggested alterations we are still implementing today. Christine has been replaced by another trustee Tina, who continues to provide us with support, encouragement and a fresh pair of eyes to help us to continually evolve. One of our Duty Managers, Sam has also left us. Sam's departure has meant that Emma has taken on some extra hours in the shop and we are delighted to have the opportunity to ask one of our volunteers Rosemary to step up into a supervisor position. Rosemary has been pivotal in our quest to keep track and record the gift aid, as well as being an experienced till operator and an ideal front of house representative.

Our new treasurer Emma Queen has been working hard to restructure and streamline the Gift Aid, which is a work in progress. The first two years of trading have been claimed for now, with the last two years left to process. Thank you to Emma and Rosemary for all your hard work in helping us achieve this.

One of the many highlights of the last 12 months was our shop refurb in August 2016. A great communal team effort meant that we were able to completely clear the shop, paint the walls, wallpaper behind the till then paint and change the signage out the front. The shop, as well as the stock, also got a long overdue 'spring' clean. Unfortunately, we had to close the doors to the public for a week so that we could achieve the amount of work required, however a new layout and stock meant that the grand opening was a huge success. People really missed us when we were closed. We even made it into the local paper. The customers' lovely comments about how bright and cheery the shop looks now made all the hard work worthwhile.

We have had two sales this year, which have been a productive way of clearing out the old stock. One was an end of season sale, which we did before we closed for the refurb and the last one was the week leading up to our Christmas break. Both sales gave us very positive till figures, however, we did notice that the week afterwards sales dipped slightly.

Please contact either the shop or the CARESCO Office for more information.

Emma Flanz & Hannah Lea

Social Media and Online Selling

Manager: Emma Flanz

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

Aims: *To maximise funds raised from more valuable or unusual donations for the benefit of the wider activities of the charity and to increase awareness of CARESCO through social media, eg Facebook.*

The eBay Sales over the last 12 months have surpassed last year's and this financial year we raised **£3200.00** gross, which is very encouraging. The potential for the eBay sales is limited mainly by the amount of time that can be dedicated to it and my forecast would be that with a little more commitment, our eBay sales could raise even more money in the future. To that end we asked some volunteers to help by doing the background research to enable us to maximise this source of income.

We have also been experimenting with CARESCO's social media presence. Our Facebook page is well established now and has over 260 followers. Regular interaction on the page should generate more interest for CARESCO and it is a good way to advertise at no cost. We have trialled a social media management dashboard called Hootsuite, which was set up to upload specific posts to Facebook at certain times throughout the week. These posts were organised to give information about all of CARESCO's individual projects as well as important information for shop customers.

Please visit our eBay shop from time to time to see what we have on offer, remember any items purchased can be collected from the shop to avoid postage costs. There is a link at the top of the right hand side of the homepage of our website, www.caresco.org.uk.

Emma Flanz

Chatterbox

Manager: Miranda Knell

Venue: CARESCO Centre

When: Second Monday
2 - 4pm

Volunteers: Selina Clark, John Hartill, Alison Queen

Aims: To provide peer support, advice and friendship for family carers and those for whom they care.

In August, a new CARESCO support group for family carers, called Chatterbox, opened its doors for the first time. It is run as a monthly drop-in where carers come on their own, or with the person for whom they care. The wider family are also welcome as caring often extends to more than one family member.

We have a small number of volunteer helpers who are also befrienders during the sessions.

We work in partnership with Carers Trust Cambs who attend regularly to provide one-to-one support in the way of Carers Assessments and Carers Prescriptions, bypassing the need to have a GP referral. They also have been of great support to CARESCO in getting the group up and running. Particular thanks to Gemma Whitehouse and Angela Whitehead.

The group has between 12 - 18 people attending each drop-in. We have had various guest speakers and activities over the year and had a social lunchtime get together in the local fish and chip shop in December. Being able to chat and share experiences with other carers is what our carers tell us they value most.

In March, the decision was taken to make the drop-in twice a month from April. It will run additionally on the fourth Monday each month.

The subject of a befriending scheme was discussed again within CARESCO and the conversations were aided by being able to talk directly to family carers and those being cared for about their needs. Help was then sought

from Age UK Cambridgeshire & Peterborough as to setting up a structure for a scheme. Their model was tried and tested and they were willing to give us advice.

Our aim is to provide older or socially isolated members of our community with companionship and support through a weekly visit to their own home by a volunteer where they can chat, enjoy a shared interest and have a cuppa together.

So, while still in its infancy, we ended the year with a befriending scheme in place and recruitment for befrienders underway.

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: Liz Chattell, Tina Drage, Gary Johnson, Mary Potter, Diana Richardson, Lydia Shine, 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.*

Our Coffee Shop has continued to offer a drop-in café to the general public on Friday mornings and we have been delighted with the support we have received. We have been able to welcome our regulars, both parents popping in after the school run, and older customers who enjoy their weekly get together over a cuppa and cake.

The Coffee Shop is manned by our wonderful team of volunteers, who work in rotation over the weeks. We have welcomed new volunteers and sadly said goodbye to some familiar faces during the year, our thanks particularly to Maureen who has been on the team for many years until she retired this year. Gary has joined the team and now helps at the Coffee Shop every week alongside one or two other volunteers.

With the closure during the year of the one commercial café in the village, the Coffee Shop has direct competition only from one of the village pubs who have been offering coffee and cake on selected weekday mornings. Other community coffee mornings are either occasional one-offs or held at weekends.

There have been suggestions of widening the menu available and discussions are underway as to providing bacon butties from time to time, and possibly other alternatives. All proceeds will go towards supporting other CARESCO activities, our thanks to all those who support us by donating cakes, in particular Chris Adams, Liz Chattell, Debbie Coates, Maggi Stewart and Maureen Westbrook, or who come in on a Friday to help us to eat them.

Liz Coates & Marina Joyce

Sawtry Car Scheme

Co-ordinator: Tony Black

When: Daytime weekdays

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

Contact: T - 07810 476979

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

One of Dickens' characters said, "Time moves exceeding fast" – and he was right, because here we are again with the annual news from the Sawtry Car Scheme. I think we've done very well during the past year, although the number of trips we have done is down from last year (from 740 down to 667), and the mileage covered has

also dropped (from 15380 down to 12456). But that is due - in part at least – to more of our requests being for journeys within the village and outlying communities. It may also be due to more of our customers becoming healthier, and not needing our services to hospitals! The split between the purposes of the journeys has shown a marked increase in those asking for help with a social need, and this is encouraging, since it demonstrates an increase in awareness locally of our scheme, and its uses.

I mentioned last year that there was an occasional belief that we operate a sort of “on call” taxi service: I want to emphasize quite strongly that we are NOT taxis – we are not licensed to operate as such. We aim to provide only transport for people who are disadvantaged in such a way that public transport is not an option, for whom private hire is beyond their reach, and who are unable to reach a destination with the help of friends or neighbours. I would not want to describe us as a last resort, but we will never be able to provide the service that a taxi can.

Please also note all our drivers are DBS certified – so we are reasonably trustworthy! We do not currently need any more drivers - with a total of six we can cover almost every request.

Hopefully, 2017-18 will also be a good year, and do please feel free to tell your friends and neighbours about the service we provide.

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 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*

Sounds Good is a group, which meets twice a month at the CARESCO Centre to celebrate all things spoken and musical. It just completed its third year and is run on a drop-in basis by volunteer activity. For a £2 donation, you receive an hour of interactive entertainment, followed by tea, cake and a chat.

The last year has seen a firm consolidation of the project. Numbers vary per session from 14 - 20, depending on members' commitments, but there is a solid core of attendees. In recent times sessions have varied in content from the songs of Burt Bacharach, a quiz, poem sharing, show tunes, dialects and colloquialisms, acapella to bell ringing. Enough to keep the most inquisitive mind happy!

The project was initially formed to bring together those who needed a focus for their socialising activities without having to make commitments, which they may have found onerous. It also provides a gentle introduction to CARESCO's other activities and indeed, we have seen a cross over by members to other projects. One member has become a Befriender and another is now a Coffee Shop volunteer. Yet another is now a regular attendee at our Friendship and Vintage Clubs.

Our original vision has grown and we also perform occasionally for our own Vintage Club and the local care homes and sheltered accommodation (captive audience). This provides a focus for our efforts without the expectation that we have to attain a high standard. The appeal lies in the homely and inclusive nature of the performance. After all, it only has to 'Sound Good' to ourselves. However, we have been appreciated and receive requests for repeat visits.

The group itself is now a strong unit, supportive of each other. Various members are now volunteering to lead sessions and they can tailor their offering around the known tastes of the group. Members also share information on upcoming events and the chat around the table, and in the kitchen, ranges from holidays to politicians with a fair amount of teasing thrown in for good measure. I consider this to be a successful project and feel that its success lies, in part, in the unforced nature of its membership. That and, of course, the joy of sharing our singing with likeminded people. The benefits of singing are well known and I, for one, love being a member of this group.

Linda Dupée

Sawtry Food Bank Centre

Steering Group: Val Abram, Andre Bradley, Tony Stefanelli, Heather Thompson

Venue: CARESCO Centre

When: Tuesdays & Fridays, 3.30 - 5.30pm

Contact: E - foodbank@caresco.org.uk; T - 07743 593863 (During session times only, otherwise via the CARESCO office)

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

During the past year Sawtry Foodbank Centre has continued to provide Food to people in need, and signposting them to other supportive organisations, an example would be with agencies that assist with debt issues. Between April 2016 and March 2017 we have issued 96 food parcels, (compared with 79 the previous year) either for single people or families.

The general public has again been very generous throughout the year with food donations at the CARESCO collection points, and the Churches, and not only with food but money also for which we are very grateful. We held one promotion event at Sawtry Co-op Foodstore and collected 354 kg of food along with £111.00 in cash donations, we are hoping the Co-op will be willing to arrange future events to help us gather support.

Our stall at Sawtry Carnival '16 was a great success, especially the recipe basket containing ingredients for a family meal, people were surprised at the kind of meals that could be easily prepared from a few tins of food. For the 'Guess the Weight of a Small Family Food Parcel' game, people donated £78.00 to win a prize for the right answer, while sales of donated Lego and chocolate bunnies raised £91.00 on the day.

We now have all three Sawtry schools, infant, junior and secondary, signed up and issuing vouchers. This enabled us to run the school holiday voucher scheme through the summer holidays of 2016, however, due to the number presented over the six weeks, we ran out of stock of the majority of popular items. Therefore 547kg extra food has been purchased with the money donated by residents and local churches since January 2015. This highlights just how much many local families are dependent on the free school lunches to feed their children during term time.

A lot of food was donated to the foodbank after Harvest Festival celebrations from various churches and a number of local schools both in Sawtry and outside, which was very welcome and much needed to replace the extra food that we had had to find during the Summer Holidays.

During the Christmas period we made up our own Christmas Hampers which, along with the normal food, included Christmas goodies such as mince pies, Christmas puddings, chocolate, fresh vegetables and eggs. The volunteers had to work really hard making up 18 parcels which were distributed to nominated local families.

From January 2017 we have been running a trial to provide baby items to clients. Nationally, parents who are expecting, or have children under 4 years of age may be entitled to Healthy Start vouchers to help buy basic foods for their babies and children up to 4 years of age. While a family was applying for these vouchers, the foodbank has been working to provide baby items during the interim period. Families with babies and toddlers have been able to get baby food, milk, nappies etc when they presented their voucher, at present this trial is ongoing.

During the year there have been some changes in the team, and in particular Terri Eaden stepped down from being Warehouse Manager, but thankfully Barry Dupée took on this role. We have had to say goodbye to Martin and Christine Mynott when they moved away from the area, both put in a lot of time and effort during volunteering at the Foodbank. Joan Longstaff also stepped down from volunteering at the foodbank, however she has kept on the role of doing the volunteers' rota, and some of our admin work, for which we are grateful. Even though we have lost people, we also have thankfully also had new volunteers joining us.

We are here to help those in need, and without our dedicated team of volunteers and generous donors, Sawtry would not have a foodbank. Our thanks to you all.

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 Christmas Day celebrations are unlike anything else that happens in the CARESCO Centre throughout the year. Some of those who attend are only with us for this one activity, others are with us every week. The aim being that anyone who applies to join in the fun would otherwise be alone on the big day.

This year's kitchen team, Tina, Mark and Isabelle, planned and produced the wonderful, traditional lunch while Linda oversaw the whole day. Our thanks to everyone who helped out or made donations to make it all possible. This year we offer our particular thanks to the Galaxy Hot Chocolate Fund for their donation of £300.00.

The preparations for the day begin in the Autumn when the catering team plan the menu, followed by a meeting for the wider team to allocate tasks. A session on Christmas Eve sees the venue decorated, presents wrapped, cards written, tables laid and food made ready before everyone heads home to continue their own preparations. On Christmas Day itself, the early team get the meat on and the cooking underway. Everyone is welcomed with drinks and nibbles before sitting down for the main event, a freshly prepared traditional Christmas lunch. The rest of the afternoon includes a loyal toast, games, songs and of course a visit from a gentleman in red.

After clearing away and tidying up, everyone can head home for a well earned nap taking their gift, card and piece of Christmas cake to be enjoyed later. Thank you to everyone who played their part, it was a great day. We are grateful in particular to Linda, who had the original vision for a Christmas Day celebration and has taken the lead over the past five years. She has more than earned her retirement, when sadly, along with husband Barry, she steps down from this role. Christmas will be a lot quieter without them.

Liz Coates

Volunteers

Manager: Miranda Knell

Contact: E - volunteer@caresco.org.uk; T - 07751 798287

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

CARESCO is a diverse place to volunteer. By the end of this year we had 12 activities & projects running, so being a volunteer could range from helping to make refreshments at Chatterbox, a carers support group once a month to helping at The Vintage Club, a day centre for older adults two days every week.

Most of our volunteers are involved doing activities in the community on a weekly basis, although there is room within the organisation for those who may only help once a year; say at our Christmas Day Party or at a fundraising event like our popular Afternoon Tea Dance.

Our aim is to include all those who want to volunteer. We are currently limited in involving under 16 year olds, but have accommodated them in certain activities when they volunteer with a parent. We have no upper age limit but do not currently have any volunteers over 100 years old (not yet!!).

Some of our volunteers help in more than one activity and we have seen the number of volunteers involved in our work increase to around 175. In addition, we have had volunteers from Huntingdon Regional College, Sawtry Village Academy and NGA Human Resources helping on community days or on work experience placements.

Over the year we have run several feedback meetings for volunteers who help in our charity shop. Ideas and suggestions are discussed with the duty managers and the volunteers are encouraged to take an active part in the decisions in the shop.

In other activities, feedback is gathered differently. We try to work with what suits the volunteers and activity managers best.

Training remains mostly delivered in-house, on a one-to-one basis. We use a buddy scheme in some activities. Most of the roles are practical in nature and hands on so our training reflects that. We use training workshops from external resources, like Hunts Forum, for certain roles.

Thanking our volunteers is an everyday occurrence at CARESCO, they are key to the work we do to help reduce social isolation within our community. Our Printshop and Charity Shop are social enterprises, places where people can come together to produce something for the good of the community.

Each activity also holds a yearly thank you party. We have had a Christmas evening out for Vintage Club helpers, a Christmas buffet lunch for Printshop and Coffee Shop volunteers, an afternoon tea for Charity Shop volunteers, and a summer garden party for Alconbury Thursday Club helpers.

We also held two events to celebrate our volunteers in June during National Volunteering Week. They gave volunteers from all activities a chance to get together and for CARESCO to say thanks. Volunteers are and always have been key to the work we carry out and without the involvement and dedication of our volunteers, we would not be able to reach as many people as we do through our range of activities. We try to find a volunteer role for anyone in the community who feels they can help. Is this you? Get in touch, we would love to meet you.

Miranda Knell

The CARESCO Centre

Throughout the year there is a constant list of minor jobs that need doing around the Centre. These can range from replacing light tubes, to fixing taps, to repelling ants. Our thanks in particular to Barry and Brian who are regularly called upon to fix things which they do cheerfully and efficiently.

One ongoing challenge has been to persuade the water flow to give enough pressure to some of the taps in the building. This one has defeated the Maintenance team so far, but they will not give up easily. Equally challenging has been the need to dissuade the local ant population from joining the kitchen staff in their workplace. From time to time, more significant work is required and this year we were delighted to receive the funding from Screwfix to enable us to replace the original three fire doors giving us new white doors with emergency crash bars to facilitate a quick exit should we need to evacuate the building.

This year the whole building has also undergone a full electrical installation inspection alongside Barry's programme of PAT testing all appliances, both in the Centre and at the Charity Shop where he also tests any donated electrical items so they can be sold on to raise funds. Barry has also replaced the external lights above the exits for newer more efficient models. We have been fortunate in that none of the heating units have needed updating in the past year, but it is only a matter of time until the remaining originals will also need to be swapped for newer and better ones.

During the year we hosted a fire safety training session for all staff, provided by an external company, this proved both useful and frightening. The team now have a much better understanding of the importance of evacuating the building and our procedures and protocol have been tightened up as a result.

Soon after moving into the CARESCO Centre, a garden was designed by Pete and planted for us. This has matured beautifully over the years, under the tender loving care of Keith to become a pleasant space for our members to sit out in and enjoy in the warmer weather. In more recent months, Keith has been joined by Alan and together they are doing a wonderful job in keeping everything neat and tidy.

Our thanks to everyone who over the year has contributed in some way to keeping the Centre a pleasant working environment, where people can come along for a day's company, good food and entertainment. In particular, thanks must go to our Cleaner, Julie for all her hard work and diligence.

As the CARESCO Centre slowly ages, we are constantly reminded of the fact that it is after all a temporary structure. After 15 years of constant use, parts are wearing out and maintenance is a continuous theme so a plan for the future and possibilities of a replacement permanent building are now regular topics of conversation. We are so grateful to those who worked hard to deliver the current building, it has done and continues to do us proud, but the time is coming when we will need to find a (larger), and hopefully more permanent solution.

Liz Coates

Fundraising

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 not got room to mention:

- **April 16** - 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 and makes a significant contribution.
- **April 16** - Afternoon Tea Dance at the Burgess Hall in St Ives, organised by Maggi Stewart and Miranda Knell and team - raised a fantastic £1200.00.
- **April 16** - Screwfix made us a generous donation of £2530.00 to cover the cost of replacing our three remaining original exit doors in the Meeting Room, Club Room and Kitchen.
- **April & Oct 16** - The Vintage Club and Friendship Club teams joined forces to host a Quiz Supper in April which raised £550.00, repeating the event in the October and raising £426.00.
- **April 16** - James & Sharon Wright asked for donations to charity in lieu of presents when they got married and friends and family donated £450.00 to CARESCO as a result.
- **June 16** - the Sawtry Carnival is a big day in Sawtry and happens on our doorstep. This year once again the 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 while the Charity Shop team held a crockery smash stall using broken and damaged donations from the shop. Including all donations, we raised over £430.00 and the Food Bank Team an additional £170.00.
- **June 16** - Donations in excess of £825.00 were received in memory of Nancy Kelly, a lady who was a volunteer with CARESCO from the beginning until she became a Club member herself and able to enjoy the care of both the Friendship & Vintage Clubs until she died in her 90s.
- **July 16** - Y12 volunteers from Sawtry Village Academy raised £150.00 during their week with us by hosting a bake sale and running a car boot stall for us.
- **August 16** - The family of former member, Doris Johnson kindly nominated the Vintage Club to receive the collection of £175.00 taken at her funeral.
- **October 16** - Stephen Duffy of Buckles Solicitors presented us with a second significant donation to CARESCO funds, this time £2500.
- **October 16** - Our Battle of Britain 1940's evening run by Maggi Stewart and Jacqui Heddington proved very popular with guests dressing appropriately for the period and raised £350.00.
- **November 16** - We welcomed back Emma Green from the Body Shop for a gentle pamper evening and raised £150.00 in the process.
- **December 16** - The Sawtry Small Business Partnership Christmas Fayre where CARESCO was both able to run the refreshment stand and sell gift hampers made up from donated items given to the shop. In total the day raised £550.00 for CARESCO and we also received a portion of the overall proceeds from the day, being £300.00, thanks to Steph Taylor for a successful day. SSBP also kindly donated the proceeds from their Christmas social, being £95.00.
- **December 16** - CARESCO was nominated to receive half the collection taken during the annual Sawtry Village Carol Service which amounted to £160.00.
- **December 16** - We welcomed back Maggi and the RAF Wyton Voluntary Band for a Christmas Cracker concert. This is always a popular event and this year raised £1650.00 for CARESCO.
- **March 17** - The congregation of All Saints, Sawtry made a generous donation from their own fundraising of £800.00 towards our work.
- **March 17** - The family of Keith McKay donated the funeral collection of £160.00 in his memory.

We are grateful to everyone who made donations to us, be they trusts, businesses, individuals or other community organisations. Also to all who make the events be so successful through their hard work or attendance. Without these additional funds, CARESCO could not continue. Thank you to all.

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

Over the years a variety of additional 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, and personal and organisational donations and fundraising.

In 2001 CARESCO moved into a 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 need to secure a reliable income, CARESCO opened a charity shop in Sawtry in April 2013. This initiative has proved very worthwhile for many reasons, not just for the additional income it has introduced into the organisation. The shop has become a popular community hub, provides a very welcome recycling service and has brought a large team of new volunteers into CARESCO while the additional income has helped to not only underpin the existing activities, but to also fund the ongoing development of new services to further meet needs within the local community. For more information, please visit www.caresco.org.uk

Management Board

2016 – 2017

President: John Garner

Officers:

Chairman	Tina Campbell (<i>Appointed 21/04/16</i>)
Honorary Secretary	David Whitney
Honorary Treasurer	Ann Daniels (<i>Resigned 31/07/16</i>)
	Emma Queen (<i>Appointed 20/10/16</i>)

Board Members: Tina Campbell; Carol Black (*Co-opted 01/09/16*); Elizabeth Coates (*Co-opted 20/10/16*); Ann Daniels (*Resigned 31/07/16*); Barry Dupée, Linda Dupée; Wendy Grey (*Resigned 21/12/16*); Christine Mynott (*Resigned 04/07/16*); Martin Mynott (*Resigned 23/06/16*); Tony Stefanelli; Heather Thompson; David Whitney; Jacqui Whitney

Note: *All trustees give their time voluntarily and receive no remuneration or other benefits. Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing aim and objectives and in planning future activities.*

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