



serve

supporting independence

SUMMER NEWSLETTER



**Our new Wheelchair
Accessible Vehicle has
arrived!**

www.serve.org.uk

01933 315 555

8 West Street Rushden NN10 0RT



Charity Number 1043321 Company Number 2951827

It's been another busy time for the transport department. Our drivers do an amazing job but as always we are looking for more volunteer drivers to join our team.

We know the phone lines are sometimes causing frustration when people can't get through to book a car.

We have an answer phone that comes on if our lines are busy but that is for cancellations ONLY. Please keep trying.

After many months of not having a wheelchair vehicle we have finally got our new car. This is for people who have to remain in a wheelchair and are unable to transfer into a normal car. It's much posher than our previous one and you certainly won't miss it across the car park as it is a lovely golden colour.

Please note this car needs booking in advance so please give us as much notice as possible by booking in the usual way between 9am- 1pm through the office.

This word search might help pass the time whilst you are trying to get through 😊.



Transport

N	C	I	W	H	E	E	L	C	H	A	I	R	E
S	E	E	C	H	A	R	I	T	Y	M	U	S	C
L	A	G	R	O	B	O	O	K	I	N	G	S	I
L	D	D	O	P	P	A	R	K	I	N	G	O	F
A	E	A	T	T	Y	T	T	A	H	C	T	G	F
C	N	B	C	I	H	E	L	P	F	U	L	M	O
E	T	E	O	C	E	G	H	W	A	L	K	E	R
N	I	U	D	I	C	D	R	I	V	E	R	S	C
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P	A	O	T	S	N	U	R	S	E	V	C	S	R
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- CAR
- OPTICIANS
- MEMBERSHIP
- OFFICE
- DOCTOR
- DRIVERS
- APPOINTMENT
- PARKING
- BLUE BADGE
- WALKER
- DENTIST
- PHONE CALLS
- WHEELCHAIR
- FARE
- STICK
- BOOKINGS
- CHARITY
- HELPFUL
- CHATTY
- SERVE
- HOSPITAL
- NURSE



Wellbeing Trips

Our minibus drivers have been out and about, taking our service users all over the county and beyond. They have visited Hunstanton, Skegness, garden centres and enjoyed the odd pub lunch or two.

July saw our first "Mystery Tour" which was enjoyed by all who attended and August is fully booked!

Our day trips are suited to anyone over 65. They can enjoy door to door pick ups by our friendly volunteer drivers and for those with limited mobility - all of our minibuses have access lifts to support people who are not able to get up the steps.

As always we are on a mission to recruit new drivers and escorts to support the drivers and we thought you would enjoy seeing some of the mischief our drivers get up to and how much they enjoy themselves on our trips.



**Wellingborough
Rural Transport**

**Volunteer Drivers
Needed**



To run our bus service for Wellingborough residents, we are looking for people who work part time, semi-retired or retiring to give time back to the local community.

The residents of Wellingborough need our support!
"Rewarding role and great people!"

Bring your partner/friend as an assistance escort and both have your lunch expenses paid, up to £25, every time you support a group going to a garden centre, cafe or pub lunch.

"Since retiring as a Class 1 Driver and then losing my wife, SERVE has become a second family to me. I have made lots of friends. I enjoy the days and enjoy helping others to get out to new places"

Rick -SERVE Volunteer Minibus Driver -12 years



Contact: gemma.hager@serve.org.uk | 01933 315555

www.serve.org.uk

Victoria Centre, Palk Road, Wellingborough, NN8 1HR
Charity Number 1043321 Company Number 2951827



Volunteer

We have some amazing volunteers here at Serve.

Our chairman of the trustees Alan Armson MBE has thanked volunteer students for their hard work with the charity.

Job coaches Luran and Rosie at CANTO Learning Limited, a specialist college for young adults with learning disabilities, worked with students who were required to get involved in their local community by doing some volunteering.

Serve provided a volunteering opportunity for a small group of CANTO students and they have been absolutely fantastic.

The coaches said staff are always very kind and respectful to everyone, they are incredibly accommodating to the students' needs and go above and beyond to provide volunteering work and ensure everyone feels comfortable and happy.

They said staff have ensured CANTO's volunteering opportunity has been one the students enjoy and it was wonderful to see how much the students have grown in confidence, not only in working more independently and developing their work skills, but they have also grown confidence in terms of talking to new people and familiarising themselves in a different environment.

Some quotes from students:

Student E – I enjoy going to Serve to help people out and it helps my independence because I can do the tasks on my own. Coming to Serve has helped me to adapt to my other volunteering job as well.

Student L – It is very good to volunteer at Serve and my tutors help me to do my work. I get excited to come to Serve on a Friday; it makes me happy because I have to work hard and I like the jobs we do.

Student T – I like coming to Serve. I do cutting out and help the people. Coming to Serve makes me happy. I get to do different work here.

Student C – I like coming to Serve because I like the staff there, they make me laugh and they are friendly. I like helping cutting up leaflets and helping with the letters. It makes me feel happy to help people.

Student P – Before volunteering at Serve, I used to feel very nervous about going out, but now I have more confidence to go out to new places. The staff at Serve are very kind and friendly.

To find out how to volunteer with SERVE contact the office 01933 315555



SERVE have been actively involved in a new project across North Northamptonshire (East Northants, Wellingborough, Kettering and Corby)



Jess Slater, SERVE's CEO, alongside partner voluntary organisations have been in conversations with statutory partners at the council and within health since December 2021 about developing a collaborative service model with the Voluntary and Community Sector and other agencies to provide early intervention and prevention, guide people to the right services quickly and build greater levels of community resilience.

The charity 'Support Northamptonshire' in Wellingborough lead on the project and 'SERVE', 'Groundwork Northamptonshire' and 'Accommodation Concern' are delivery partners.

The pilot project launched in June and runs until 31st March 2024, and we have employed a Single Point of Access Coordinator and Support Workers to support people in Wellingborough and East Northants. Groundwork Northamptonshire have the same structure across Kettering and Corby.

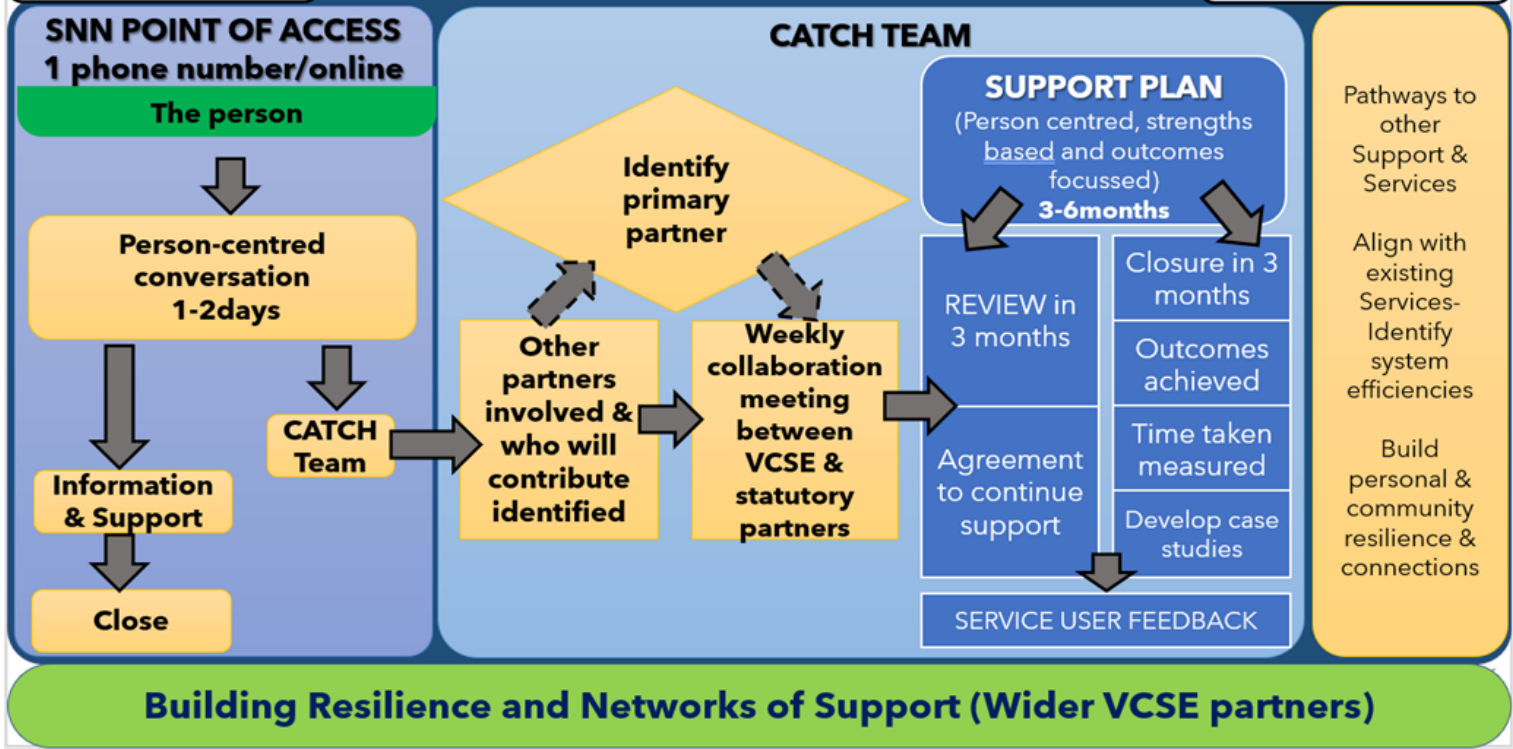
Accommodation Concern supports the whole project by providing benefits advice and assessments alongside homelessness support.

The project provides a holistic approach to supporting vulnerable people in the community through a CATCH team (Community Action Team Can Help). We have a membership of diverse voluntary organisations who attend a voluntary sector engagement group and a service user forum is currently being developed.

No door is a wrong door

Support North Northants

Co-designed with people, whole system approach



The key emerging issues being evidence through the project are:

- Holistic support - 'tell your story once and get to the right destination first time'
- Need for full support plans for people.
- Joint voluntary partnership plan
- Commitment to long term support that reduces demand and reliance on pressured health, housing and social care services.

The Wider System

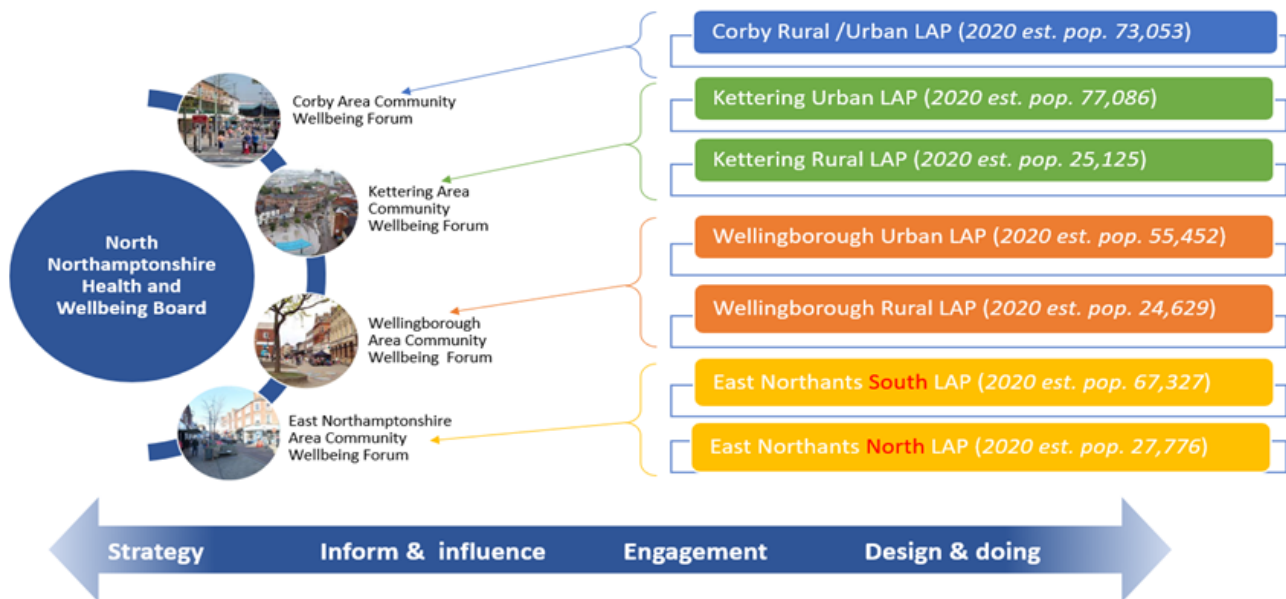
The new delivery project was developed as part of the wider Integrated Care System (ICS) legislation that came into effect in July 2022 which ensure community, voluntary organisations and the public are involved in the future development of services and are key partners with statutory services. The four Chief Executive's of the Support North Northants Project were elected by the Voluntary Engagement Group to Chair the local Community Wellbeing Forums (CWF).

The Community Wellbeing Forum is established to enable local partners from the local government, health, public sectors, and voluntary sector to work together to improve the health and wellbeing of the people in the local area through local engagement and a strengthened community relationship.

SERVE's CEO is Chair the East Northamptonshire CWF.

Lynn Horwood, Operations Director at Northamptonshire MIND is East Northants CWF's Vice Chair.

Area Community Wellbeing Forums Local Area Partnerships



Local Area Partnerships (LAPS) were developed to tackle local issues in the community by engaging the public's feedback. The first priority arising from both East Northants LAPS is Transport and access to Community Transport. There is a lack of capacity in the existing services and the need to recruit more volunteer drivers.

The CWF can provide a mechanism to unblock barriers to tackle the issues around Transport, through identifying commissioned and other funded services, aligning and joining up other transport services and making sure the LAP is provided with the right support to engaged communities.

A volunteer driver questionnaire has recently been sent across partner organisations to develop a collaborative volunteering recruitment campaign across the North Unitary.

The Support North Northants project works alongside the LAPS, to engage communities, to make sure services are identified and aligned to support communities and it also identifies services that need investment or resource to support communities.

For further information on the Support North Northants Project, or if you would like to join the Community Transport conversation and have your voice heard please contact SERVE's CEO. jess.slater@serve.org.uk

Thanks for welcoming me to the team - a message from our new fundraising manager



First of all, thanks to the amazing team and volunteers who have made me feel so welcome and made my settling in period an enjoyable one.

I have lots of plans for the coming months, many are now bearing fruit as I have caught up with the trusts and foundation approaches, highlighted our profile in the local press, (see our front office noticeboard), and stepped up our website content and social media presence. That work, crucial to our brand profile and subsequent fundraising opportunities, is vital as we face the challenges in the charity sector, and I hope to continue to develop it.

There will soon be news on our online platforms – particularly Just Giving, which as the winter months approach will be a great source of fundraising for us.

It has been a pleasure to get to community events – The Armed Forces Day in Rushden was a great way to spread the word and despite the weather the Party in the Park in the town was also a brilliant opportunity to showcase what we do, including going live on Beat Route Radio, and to raise money.

On Saturday August 5, I was at Happy Mondays Coffee Shop in High Street for a fun, second birthday event - posters were up throughout the High Street and up in our offices and we featured heavily on social media. The result - an amazing £870!

More merchandising and publicity materials are on the way, making our presence at future events this year – Heritage Day at and the ‘Pink Shed’ at The Lakes, and the Rushden and Higham Ferrers Christmas Light switch-ons – more visible. This will also include some new collection pots which I hope to get in to shops throughout our area.

We are now active with Rushden Rotary Club, North Northants Business Network and The Northamptonshire Chamber – all of which will provide opportunities for us to shout about the great work we do here.

This, along with some approaches I have made to individual businesses, will hopefully lead to a resurgence of corporate support. Asda has already been very helpful with funding and donations and we had a very generous donation from Barratt Homes, and we have two sponsors for our Sing for Serve event later in the year.

Of course, your support is crucial and has already been invaluable. Any ideas, any contacts, any events, are all most welcome – please do call, email, shout at me.....And a huge thanks for all your help and guidance over the past ten weeks!

Nick Tite

Fundraising Manager





Countywide **Befriending**

www.serve.org.uk/countywide-befriending

Strengthening Connections

We are excited to share with you the latest update on our Befriending Service, aimed at nurturing meaningful connections and building a stronger, more supportive community. Over the past few months, we have been continually working to enhance the quality and reach of our befriending service, and we are excited to share our progress with you.



New staff and partners

The last four months has seen an increase of services within the countywide befriending service that include **Life Stories Project**, **Group Befriending** and **Community Responders**.

SERVE are leading on the Life Stories Project with two new staff members joining the team. Martin is the coordinator for West Northamptonshire and Carol, coordinator for North Northamptonshire. Referrals will be made through Age Well Northamptonshire, Social Prescribing services and existing Countywide Befriending Service.



The Life Stories Project is aimed at people 65+, who have become socially isolated, supporting them to share their experiences and interests through a digital book. Volunteers will help beneficiaries to understand the basics of using digital media devices, mostly tablets, and to use the Life Stories platform independently.



They'll be able to type their story or dictate audio, upload photos and share links to video and music files. There's a lot of room for creativity and the stories told could be personal reflection or something less personal, for example sharing memories of the local community or hobby groups.

Our new countywide befriending service partners include Volunteer Action and Age UK Northamptonshire.



Volunteer Action will be delivering Group Befriending across North East Northamptonshire and Corby. This will be in addition to SERVE delivering group befriending in Wellingborough and Kettering.



Age UK Northamptonshire will be delivering the Community Responders project which is still in its infancy and will be piloted with referrals being made through a remote monitoring hub.

We hope to tell you more in the next issue, or if you have access to the internet, you will be able to read more updates on our website.

Volunteer befrienders ...

The SERVE logo, featuring a stylized figure in blue and red with the text 'serve' in red and 'supporting independence' in smaller text below.

VOLUNTEER BEFRIENDER FEEDBACK

“★★★★★

"I adore my weekly visits to both of my befriendees.. Popping out for an hour to have a lovely chat and catch-up with a friend has made such a positive impact on my own working week and wellbeing and to know it's making a difference to that individual too is just great."

www.serve.org.uk
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8 West Street, Corby, NN17 2JF

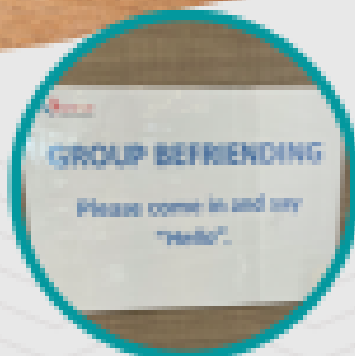
From February - July 2023, SERVE received **90 referrals** into the befriending service and **3,508** hours were delivered through our Volunteer Befrienders. These hours are so important and as a result, it helps to reduce the negative impact of loneliness and isolation.

We currently have **53** people waiting to receive a volunteer befriender. If you or someone you know could provide a minimum of 1 hour a week to visit an older person in their own home, we want to hear from you. Please call the team on 01933 315555 (option 4)

Farewell and thank you

In mid-July we said goodbye to Sonia, our Befriending Coordinator for Kettering and Corby. We want to say thank you for the work Sonia has achieved in the time she has been with SERVE and her contribution to the befriending service. We wish her well for the future.





GROUP BEFRIENDING

Charles Robinson Court, Gillitts Road, Wellingborough
NN8 2BB

EVERY TUESDAY

10.30 – 11.30AM

Morrisons Community Room , Wellingbrough, NN8 4JJ

EVERY FRIDAY

1.00 – 2.00PM

☎ 01933 315 555 (option 4) 📍 www.serve.org.uk/countrywide-befriending

Charity Number 1043321 Company Number 2951827



GROUP BEFRIENDING

**Are you interested in Group Befriending?
Would you like to make new friends?**

If so, then why not join SERVE with others in similar situations in a safe environment to have a chat over a cuppa.



If you are 65 years old and over, feeling lonely and would like to attend a Group Befriending session, then please call **Cheryl**, Befriending Coordinator on **07764 560863**.

SERVE is always looking for new volunteers to help run activities like this and add to the great things that we are doing locally.



For more information, please get in touch with us to discuss further.

www.serve.org.uk/countywide-befriending

01933 315 555 (option 4)

8 West Street, Rushden, NN10 0RT

Charity Number 1043321 Company Number 2951827



**Northamptonshire
Befriending Service**

Serve Homecare



*Supporting your
independence*



Serve Homecare provides a truly person centered care service, supporting you or your loved one to remain safe and happy at home.

Meet Carole



Carole has worked as a Carer for Serve for over 4 years, but has now joined our management team as Office Administer. Our office can be contacted by calling 01933 352893.

If you are considering Care, or would like some advice please get in contact.



Swim 4 SERVE

2023



Joanne and Julia met chairman Alan Armson to receive a special thankyou on behalf of SERVE for raising over £350

The ladies swam over 200 lengths to raise money to support SERVE services

Servescape Project



Goodbye and welcome

Over the last couple of months we have said good bye to our Project Coordinator Scott, who has been with us since the start of the project and welcomed Steve who has joined the team.



Servescape update

Maintaining a beautiful garden can be a source of immense joy, relaxation, and a connection to nature. However, as we age, the physical demands of gardening can become challenging.

Servescape helps to improve the places and spaces that matter. It brings people together to work for a common aim – the aim of Servescape is to provide a community gardening service where volunteers led by a skilled worker provide help to elderly & disabled people enabling them to continue to enjoy their garden.

As we continue to enhance our commitment to the wellbeing and happiness of our customers, we've made some meaningful improvements to our gardening service that we believe will make a positive difference in their lives.

Impact so far ...

84

ACTIVE CUSTOMERS

47

CUSTOMERS ON THE
WAITING LIST

3

ACTIVE VOLUNTEERS

Volunteer hours for July totalled 46.5 hours from the three active volunteers. We are looking to start a new volunteer on a Saturday, and we have interest from an additional person who would like to volunteer for the service. This is great news!

Customer feedback

the Servescape service has helped me with the garden jobs as I no longer lift heavy things or use ladders to cut the shrubs and hedges, a real god send thank you (Service User)



Very very pleased with the gardening work carried out and the overall service provided. I can not thank you enough (Service User)



We are encouraged that service users enjoy the companionship and the friendly visits that we provide at their home to reduce worry and anxiety about their gardens.



Serve offer an excellent service, would recommend to anyone, staff and volunteers always helpful and friendly (Service User)

Making a difference

Servescape are making a difference by improving the lives of our service users by promoting independence and seeing people supporting themselves. We implement a caring, person-centred, supportive way of providing professionalism in all we do. Our service and Serve values enable people to remain living independently within their own homes enjoying their environment.





Volunteers Needed
You can make a positive difference in the community

- Do you have green fingers?
- Aged 18 and over?
- Feel passionately about supporting your community?
- Gain skills for your CV?
- Have gardening skills to help us support older people maintain their gardens?

We want to hear from you

For more information and an application form visit www.serve.org.uk/servescape-gardening or call directly on 07825 048479

www.serve.org.uk
01933 315 555
8 West Street, Rushden, NN16 8RT
Charity Number 1640271 Company Number 2011627

Volunteering

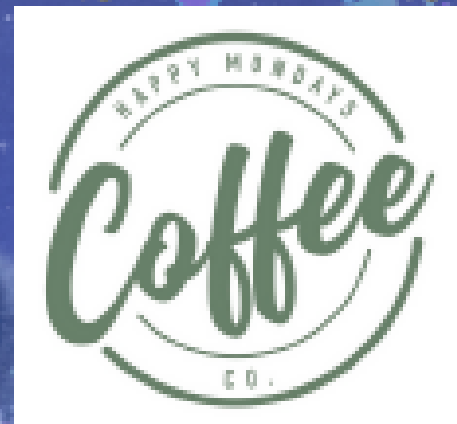
The service does require volunteers to help and support Steve when he goes on visits. If you enjoy being part of a team, keen to learn new gardening skills or want to share your gardening expertise with us, would like to help us meet the needs of older people in your community to safely use their gardens, we want to hear from you.

For an application form, please go to our website www.serve.org.uk/servescape-gardening or make contact us by phone on 10933 315 555 (option 2).

Sing
For
serve
supporting independence



RICOH
imagine. change.



Carol Concert

Tuesday 12th December 2023

2.00pm - 4.00pm

60s Club Band | Susan Hollowell Award

Alfred Street Junior School

Southend Junior School

Denfield Park primary School



PARK ROAD BAPTIST CHURCH NN10 0RG

TICKET ONLY

**TICKETS AVAILABLE FROM SERVE WEST STREET OR CALL
RUTH ON 07917 863469**



www.serve.org.uk

01933 315 555

8 West Street, Rushden, NN10 0RT

Charity Number 1043321 Company Number 2951827

NNBN

Supporting BUSINESS GROWTH