



## HELLO AUTUMN

Welcoming new members!

Summer Highlights, News and More

## SWING FOR SERVE SUCCESS



# TelfordMann

Pensions & Investments



## THANK YOU

Thank you to Telford Mann our headline sponsor for the SERVE charity golf day on Friday 30th September.

Thanks also go to the 12 teams from the local business community who took part in the event held at Rushden Golf Club.

We appreciate all the companies who helped with the fundraising by sponsoring holes and donating prizes and everyone who attended on the day.

Congratulations to Right Digital Solutions who came first, followed by King Tools in second place and BNI Pavilion 2 in third place.

Congratulations to Elliott Saunders who won the nearest to pin competition





# Volunteer Opportunities

We are looking for volunteer trustees to join the management committee at SERVE, we have a few retirements coming up in the next 12 months and this would be a good opportunity for individuals to learn about the charity.

Full support will be given.

If you are interested and require a more detailed role description please contact Jess Slater or Alan Armson for more details.

We're  
recruiting!

## Trustees

*We are looking for positive and motivated individuals to join our Board of Trustees. If you would like the opportunity to utilise your existing skills to contribute to the community and our charity, we would love to hear from you!*



For a role description and application details, please email  
CEO Jess Slater @ [jess.slater@serve.org.uk](mailto:jess.slater@serve.org.uk) or the Chairman  
Alan Armson @ [a.armson@ntlworld.com](mailto:a.armson@ntlworld.com)



### Commitment

Range 30-50 hours per annum with an occasional away day

### Where

Rushden, Northants  
Hybrid Online

### Current Roles

#### Available

- Chair
- Treasurer
- Secretary
- General Trustees



# Volunteer Opportunities



**Befriender Volunteer** - our Volunteer Befrienders are able to offer friendship and support and form a positive one-to-one relationship with vulnerable adults who may be experiencing isolation in their life.

**Friends of Serve Community Volunteer** - to work as part of a team on fundraising events at adhoc times throughout the year from outdoor fetes, stalls, displays to Serve Goes Dancing.

**Gardening Volunteer** – to assist in the Big Lottery Community Fund project in lawn mowing, hedge cutting, weeding, digging, strimming and in ensuring that the garden is safe to use.

**Minibus Driver** - to drive our minibuses for outings, classes and other activities required.

**Minibus Escort for Day Trips** - to escort our Service Users on outings to pubs, shopping, garden centres etc during minibus journey and to assist with access meals if required.

**Patient Transport Volunteer** - to provide transport to medical appointments for passengers who have no access to, or difficulty using, public transport. Drivers use their own cars and are refunded travelling expenses.

**Reception Volunteer at Rushden** - to receive incoming telephone calls and be the first point of contact when people visit our building and make a positive impression.

**Shopping Volunteer** - to assist Service Users by purchasing their grocery shopping and taking it into their home for them.

**Wellbeing Activity Assistant in Rushden** - to assist Service Users taking part in a wellbeing session with a tutor; session examples include crafts/digital dodger/musical moments.

**Event/Fundraising Volunteer** - to attend events on behalf of Serve to help sell Raffle Tickets, run Tombola and support Serve staff at events. You can also take part in fundraising events and will be fully supported by Serve. This may suit many who want to help but can't commit because of other things going on in their lives, but every now and then can; if that's you, then come on board, even if you can only help once or twice a year; every little helps. This is ideal if you feel you can't always work as part of a team.

If you are interested in any of our opportunities, please look at our website to complete an application and view our job descriptions



## Message from Jess Slater CEO



Coming out of the pandemic has been a real eye opener at SERVE, and more than ever we have noticed that the beneficiaries' needs are changing.

SERVE embraced the challenge of the pandemic, and more services were set up to tackle isolation and loneliness such as the Countywide Befriending Service, Meals on Wheels and the new gardening project 'servescape'.

The local authorities and other funders have supported us to set up and deliver effective services to enable us to support as many people as possible.

Nationally, the pandemic put charities like SERVE on the map and they have been identified as being crucial to support people with the health and wellbeing. The government have known for some time that the wider determinants of health such as housing, employment, isolation, financial advice, plus many more determinants contribute to poor health and as a result more people end up in hospital or contacting their GP to try and resolve their problems.

As a result, the new Health & Care Act 2022 introduced the Integrated Care System legislation, there are 42 integrated care systems in the UK and Northamptonshire is one of them. Integrated Care Systems have existed informally in some capacity since 2016, and the new legislation means it is the responsibility of the NHS and local government to deliver joined up health and care services that include a wide range of partnerships including the voluntary sector to provide suitable placed-based services to suit the needs of local communities.

What does this mean for you?

In broad terms, the aim of integrated care is to join up health and care services required by individuals, to deliver care that meet their needs in an efficient way.

This is easier said than done, because health and care services are made up of many constituent parts, and arrangements for delivering and funding them are complicated. Treatment and care for a single problem can require care from GPs, ambulance and hospital services, and a range of professionals working in the community including nurses, therapists and home carers. This is a mammoth task for the NHS and local authorities, but the process is underway and there has already been some major changes to way services will be delivered in future.

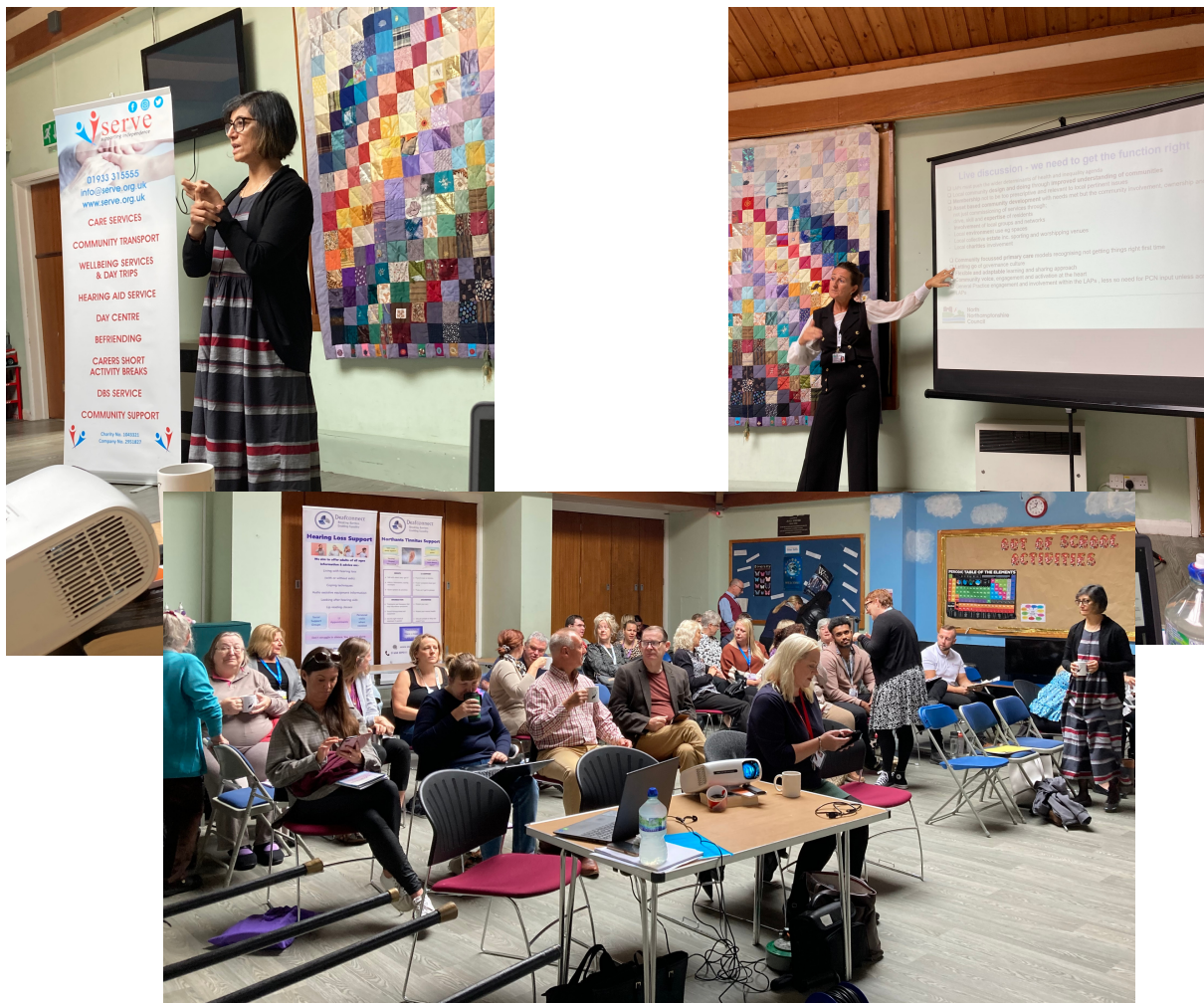
In summary, over the next few years you should see better ways of working and more locality-based services delivering local area priorities.



## What is SERVE's role in the changes?

SERVE in partnership with charities; Support Northamptonshire and Groundworks is supporting the local authority with engagement in the community, bringing together local voluntary organisations so they can learn about the changes and what it will mean for them as charities and more importantly what it will mean to the people they support in the community.

As partners, we are holding engagement events across North Northamptonshire, there will be five altogether across Kettering, Corby, East Northants, Wellingborough and Black Communities. Wellingborough's event on Wednesday 21st September 2022 was well represented across the voluntary sector with over 50 representatives in attendance.



If you would like to learn more about the changes, please visit

(115) How does the NHS in England work and how is it changing? -  
YouTube

Integrated care systems explained | The King's Fund ([kingsfund.org.uk](http://kingsfund.org.uk))



SERVE has appointed a new Operations Manager, a new post within SERVE.

The successful candidate was Matthew Pemberton who started work with SERVE on 22/07/2022.

Born and raised in Stoke on Trent, Matthew is from a musical family, a long term pupil of the Royal Northern's Professor of Strings Rudolph Botta he won key roles in leading County and National music groups and was a graduate of the University of Huddersfield.

To fund studies Matthew became a staff and area trainer for a national company, writing a training manual still in use today. On relocating to the south of England, he worked in local government helping to structure new departments. This led to similar roles in private industry using knowledge of legislation and process development at several large companies.

Later he worked on a university project to identify systems to enable students to manage learning more effectively.

Working across three faculties Matthew developed his understanding of working with large council bodies, projects and governance structures. Designing and implementing changes throughout these roles.

A sideline to Matthews development came when he was invited to become a guest lecturer, presenting to Master level professional bodies on the rigours and disciplines of professional performers and its applications in the working world.

Prior to joining SERVE, Matthew worked to rebuild a small company from its foundations into a business that can adapt and change through robust practices and cross trained staff.

He also worked in a senior operations position for a Bedfordshire based charity and has spent several years volunteering for a charity in Buckinghamshire.

Outside of work Matthew is a keen cyclist to counter the effects of working at a desk. And when not attempting various DIY projects he is currently rebuilding a 3.5inch steam train built in 1952 by his grandfather.



# Carers

The new needs and aspirations trips and events are now available for all unpaid carers. If you are an unpaid carer and need a break from your caring role, please contact Serve to find out more on how we can support you. Our trips range from Arts and crafts, Cream Teas, Walks, Minibus outings and much more.



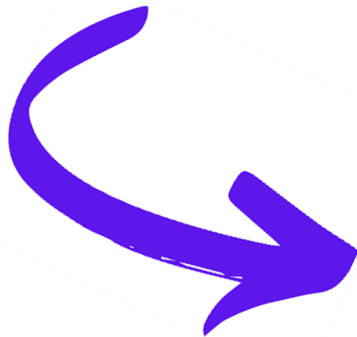


## Befriending Service

More of us than ever before are lonely or socially isolated. We are continuing to change that through our Befriending Service.

During August – September we received 87 referrals into the service and delivered 1,785 volunteer hours. These hours are so important for our service users as it helps to reduce the negative impact of loneliness and isolation. In return it increases the positivity of mental health and wellbeing on everyone involved, especially our volunteers.

One of a volunteer befriender's shared:



Testimonial

Becoming a befriender for Serve when moving to the local area is easily one of the best decisions I've made! Every week, Honey (the dog) and I visit the most wonderful individual who has brought such purpose to life.

It's been rewarding to know how much we're appreciated - and to see the relationship between Honey (the dog) and (them) blossom - but what I didn't realise when first signing up is how much I would gain from the friendship too.

A huge thank you to Cheryl for matching me with my befriender

Volunteer Befriender

Currently we have 51 people on our waiting list who have been referred into the Befriending Service. We all experience loneliness and isolation in our lives, and we all react differently depending on our circumstances, support network, and coping methods. Volunteering is a way to help with maintaining good mental health, healthy wellbeing and better connections. We have different ways you could help.

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. You can even invite someone to have a chat with us about volunteering as a Befriender. If our current team of volunteers did this, we could double in size and meet the growing needs.

Please contact Cheryl (East Northants/Wellingborough) on 07764 560863 or Sonia (Kettering/Corby) on 07711 185917.





The Befriending Team have been busy out in the community promoting the service and connecting with businesses to encourage engagement. The photos show Cheryl and Ruth at a Carers Awareness event at The Castle Theatre in Wellingborough. The second photo shows Nick Hayton and Jonathan Cook (Befriending Manager) at a Chamber Business Exhibition at Park Inn Northampton.

Sonia (Befriending Coordinator Kettering and Corby) and Jonathan attended Mary's Kettering Cuppa and Chatter (Corn Market Hall, Kettering) – a new group for adults with visible and hidden disabilities in Kettering to talk about the Befriending Service and Servescape Project.

We are looking forward to November and celebrating Befriending Week (1-7 November).

In addition, it will be 10 years celebration of Befriending Networks who have offered support, training and guidance to hundreds of befriending projects across the UK and beyond, raising awareness about the ways befriending reduces social isolation and loneliness by improving wellbeing.





## SERVE's Care Team

Serve's Homecare department have recently moved offices. We are now based in the Victoria Centre, Palk Road, Wellingborough.

The office move allows us to integrate with other community services who are based at the centre.

We have been working hard on recruitment and have attracted some exceptional staff to our team.

We are now actively taking on new care packages in Rushden, Wellingborough, Raunds, Irchester, Irthlingborough and surrounding villages.



If you are interested in hearing more about the services we provide, please call a member of our care team on 01933 352893



## Servescape Update

Servescape continues to grow. Referrals have been coming in and the work achieved so far has been very much welcomed. We currently have 67 active gardening jobs underway.

Jenni is now Project Coordinator, providing day-to-day support to Scott (Project Worker) and Lisa (Project Administrator). Jonathan supports the team as Servescape Supervisor concentrating on strategic direction and growth. We now have two regular volunteers supporting the service.

Servescape is a community gardening project supported by the Big Lottery Community Fund. We are providing this service to support older people to look after their gardens that will be maintained monthly.

There have been opportunities over the past months to promote the service through Serve's social media platforms (Facebook and LinkedIn) and connecting with educational institutions to help with volunteer placement opportunities.

More recently, we have been posting on social media hints and tips about maintaining your garden.

To access Servescape one of the following criteria must be met: Service User is in receipt of Pension Credit, 65+ living alone, and are carers supporting a disabled person in their own home. There is a small annual membership of £25 and an hourly charge of £10 per hour.

The service does require volunteers to help and support Scott 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](http://www.serve.org.uk) or make contact us by phone – details on the advert.

We are beginning to develop and promote our Handy-Help service as part of Servescape to support with installing key safes, grab rails, fence repairs along with other outdoor minor adaptations as needed and any small jobs that need doing around the house. Annual membership and hourly charge will still apply.

Please give us a call or come in and see us at 8 West Street we will be happy to talk to you.

**serve**  
supporting independence

**servescape**  
COMMUNITY FUND

**VOLUNTEER GARDENERS**

You can make a positive difference in the community and help older people enjoy their gardens again!

Call us direct  
07825 048479

Download an application  
[serve.org.uk/servescape-gardening](http://serve.org.uk/servescape-gardening)

[www.serve.org.uk](http://www.serve.org.uk)  
01933 315 555  
8 West Street, Rushden, NN10 0R  
Charity Number 1043321 Company Number 2951827



## TRANSPORT

We have had a few changes in our transport team, Jenni has moved over to the Servescape team now and Gill has taken over as the Transport Reception Team Leader. We have a new member of staff and would like to Welcome Sharon to the team as our new Transport Assistant.

We continue to look for and welcome new Volunteer Drivers to join our friendly team. Mileage expenses are paid, training is provided and we work around your availability.

We cover medical journeys, these could be local or further afield.

We have a specially adapted wheelchair vehicle that can be used to assist our customers to and from appointments.

Increasingly our customers are receiving weekend appointments, which are difficult for us to provide drivers for.

Generally, our drivers work weekdays, and we often need to make special requests. Although our committed drivers help out, this is not always possible. It would be great to hear from you and welcome you to the team.

We would like to thank you for your patience with a few changes to our phone lines and booking system. Our phone lines can be very busy so please bare with us and do keep trying.

Transport bookings are now taken between 9am and 1pm only. Our answerphone is for cancellations ONLY, we cannot take bookings from any messages left.

Please contact Gill on 01933 315555



## Sharon

After spending nearly 25 years working for the Department of Work & Pensions and 11 years with a Housing Association, I've always felt helping people is what I do best.

Joining Serve as Transport Assistant is another opportunity for me to do just that.

I must admit it is proving to be a real learning curve trying to make sure the valuable services of our volunteers' drivers are used to best effect but at the same time it's a rewarding one.

The staff at Serve have made me feel so welcome and included since I started, it's a lovely place to work and I feel like I've come home.



## WELLBEING

### Groups and Activities

We have a number of groups and activities happening through out the week. Our Senior Social Group have been hard at work over the past few weeks knitting blankets, booties, hats and gloves for the premature baby units at KGH and NGH.

Our other groups include, Digital Dodgers, Stronger Seniors, Musical Moments and our Community Forum.



### Trips and Outings

We have been fairly lucky with our weather over the summer and have enjoyed some glorious days out on river boat cruises, trips to the seaside and some lovely lunches at some pretty country pubs. The trips will not stop over the winter months but they will be at more cosy, indoor venues.

### Day Centre



Our Day Centre service users have been enjoying arts and crafts and themed days, from butterflies to pirates, cake making to pottery.

For further information on any of our wellbeing please contact the office on 01933 315555



# SENIOR COMMUNITY FORUM

Wednesday 26th October 2022

1:00pm-3:00pm

St Peters Church | Midland Road | Rushden | NN10 9UJ



**Talk from your local Patient Participation Group, opportunity to share your views.**



**Talk about fire safety in the home from Northamptonshire Fire & Rescue Service.**



**Northamptonshire Crime Prevention talk about home safety and security.**

**Refreshments provided and a raffle.**

**For more information please contact**

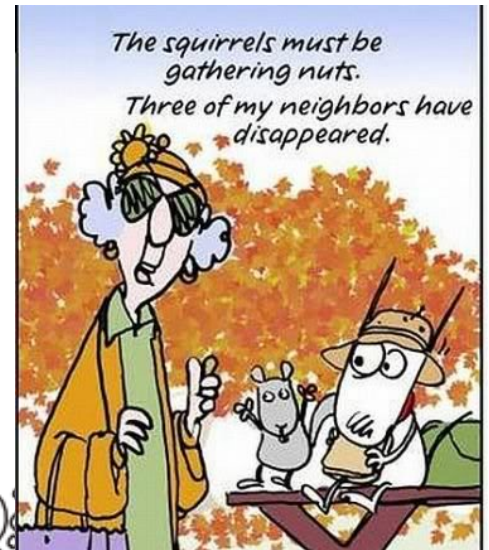
**[www.serve.org.uk](http://www.serve.org.uk)**

**01933 315 555**

**8 West Street, Rushden, NN10 0RT**



# JUST FOR FUN



*The squirrels must be gathering nuts. Three of my neighbors have disappeared.*



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- CORN
- FALL
- FOOTBALL
- HALLOWEEN
- HARVEST
- HAY
- JACKET
- LEAVES
- NOVEMBER
- OCTOBER
- ORANGE
- PIE
- PUMPKIN
- RAKE
- SCARECROW
- SCARF
- SEPTEMBER
- SPIDER
- SQUASH
- SUNFLOWER
- SWEATER
- THANKSGIVING
- TURKEY
- YELLOW