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**Our reference:**  
**Your reference:**  
**Date:** 5 January 2015

To all Members of the Council

Dear Councillor

A meeting of the CABINET will be held on Tuesday 13 January 2015 at 7.00 pm in the Council Chamber, Civic Centre, Pavilion Road, West Bridgford to consider the following items of business.

Yours sincerely



Executive Manager Operations and Corporate Governance

## **AGENDA**

1. Apologies for absence.
2. Declarations of Interest.
3. Minutes of the Meeting held on Tuesday 2 December 2014 (previously circulated).

### **Key Decisions**

None

### **Non Key Decisions**

4. Review of Service Level Agreement between RBC and RCVS/RCAN

The report of the Executive Manager - Communities is attached (pages 1 - 13).

### **Budget and Policy Framework Items**

None

### **Matters referred from Scrutiny**

None

## Membership

Chairman: Councillor J N Clarke

Councillors R L Butler, J E Cottee, N C Lawrence, D J Mason, S J Robinson

<b>Meeting Room Guidance</b>
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**Fire Alarm Evacuation:** in the event of an alarm sounding please evacuate the building using the nearest fire exit, normally through the Council Chamber. You should assemble in the Nottingham Forest car park adjacent to the main gates.

**Toilets** are located opposite Committee Room 2.

**Mobile Phones:** For the benefit of others please ensure that your mobile phone is switched off whilst you are in the meeting.

**Microphones:** When you are invited to speak please press the button on your microphone, a red light will appear on the stem. Please ensure that you switch this off after you have spoken.



Rushcliffe  
Borough Council

**Cabinet**

**13 January 2015**

**Review of Service Level Agreement between RBC  
and RCVS/RCAN**

**4**

## **Report of the Executive Manager - Communities**

### **Cabinet Portfolio Holder Councillor J E Cottee**

#### **1. Summary**

- 1.1. This report explains the need to decide how best to provide support to the community and voluntary sector when the current joint Service Level Agreement (SLA) with Rushcliffe Community Voluntary Service (RCVS) and Rushcliffe Community Action Nottinghamshire (RCAN) ends in March 2015.
- 1.2. The opportunity for working more collaboratively with Gedling and Newark was supported at the recent Member Budget Workshops and to ensure this is able to progress we are proposing a six month temporary arrangement for RCVS and an on-going annual review for RCAN.
- 1.3. The performance of RCVS/RCAN has been scrutinised annually over the last two years. Prior to consideration by scrutiny groups the portfolio holders for Resources and Community Services have met with both organisations twice each year to review performance.
- 1.4. Annual delivery reports were scrutinised in July 2013 by a joint Community Development Group and Partnership Delivery Group meeting and then more recently in July 2014 by the Partnership Delivery Group. Both scrutiny groups noted that targets had been met or exceeded and endorsed the delivery of the SLA.
- 1.5. Cabinet is required to decide on the most appropriate and cost effective means of supporting the development of rural communities and volunteers across Rushcliffe.

#### **2. Recommendation**

- 2.1 It is recommended that Cabinet:
  - a) Approves funding of £32,900 to RCAN for a period of one year from April 2015 to March 2016 which will be reviewed on an annual basis in line with budget setting.
  - b) Approves funding of £15,000 to RCVS for a period of six months from 1 April 2015 to 30 September 2015 with further funding subject to review following the proposed merger of CVS's
  - c) Delegates responsibility to establish the details of the Service Level Agreements and associated targets and monitoring to the Executive

### **3. Reasons for Recommendation**

- 3.1. The scrutiny process has established that the services provide benefits to Rushcliffe residents. Over each of the last two years on average 93 groups have received direct support/guidance, parish and neighbourhood plans have been developed and an average of £167,203 in external funding has been brought into Rushcliffe.
- 3.2. To support the Borough Council's Transformational Strategy the revised service level agreement would create efficiency savings of at least £15,571 or 20% per annum.
- 3.3. In July 2014 the Borough Council invited both RCVS and RCAN to submit proposals on how they wished to deliver a future service level agreement either on an individual or joint basis.
- 3.4. Due to the significant changes in both organisations and the amalgamation of the Newark, Gedling and Rushcliffe CVS's both organisations submitted individual proposals covering four key elements of service delivery detailed in the following paragraphs.
- 3.5. The future funding for both RCVS and RCAN was discussed at the recent Member Budget Workshops. In view of the imminent merger of the Rushcliffe, Gedling and Newark & Sherwood CVS's planned for April 2015 Members supported working more closely with our neighbouring councils to align funding and review arrangements. It was acknowledged that the services provided by RCAN were more specific to the individual Councils and the direct resource provided to the Rushcliffe rural community was particularly valued by Parish Councils and Community Groups.
- 3.6. Given future financial pressures faced by the Council more regular annual reviews of the Service Level Agreements are therefore recommended. In the case of the CVS funding a further review is also recommended after a period of six months to reconsider funding when the merger has hopefully settled down.

### **4. Supporting Information**

- 4.1. The revised service level agreement was broken down into four key service areas and both organisations were asked to provide a cost to deliver this service. The four service areas are as follows:
  - **Service 1-** Deliver infrastructure services to voluntary and community groups
  - **Service 2-** Support town and parish councils and community groups in the development and delivery of community led plans, neighbourhood plans and market town initiatives.
  - **Service 3-** Assist the Council in developing and implementing its transformation agenda.
  - **Service 4-** Assist rural businesses and rural economic growth

- 4.2. RCVS and RCAN proposals were evaluated based on cost, experience and ability to deliver. This established that the RCAN submission provided better value for money and return on investment than RCVS. However the infrastructure and staff skills of RCVS are better suited to delivering volunteer promotion, development and placement services than RCAN.
- 4.3. Over the last two complete years of delivery RCAN have levered in £242,154 and RCVS have levered in £92,252 external funding. This demonstrates a healthy return on investment and supports the above justification for the funding.

## **5. Other Options Considered**

- 5.1. **Continue with current arrangement** – This option was rejected as better value for money can be achieved through rationalisation of services commissioned within the revised service level agreement.
- 5.2. **Decommission service** – This option was rejected as the withdrawal of support would significantly impact on rural communities and voluntary groups from across the Borough. In addition the funding levered into the Borough outweighs the cost to deliver the revised service level agreement.

## **6. Risk and Uncertainties**

- 6.1. The full impact of the merger of Rushcliffe, Gedling and Newark & Sherwood CVS's is uncertain and the future delivery of the service is unknown.
- 6.2. The number and locations of CVS office premises is unknown.

## **7. Implications**

### **7.1. Finance**

- 7.1.1. The cost of the current SLA is £236,223 and annual payments of £78,471 are being made in accordance with the budget.
- 7.1.2. The revised service level agreement with RCAN would amount to £32,900 per annum.
- 7.1.3. The revised service level agreement with RCVS would amount to £30,000 per annum but will be reviewed in six months (September 2015) when more clarity is available regarding the merger between Gedling and Newark CVS's.
- 7.1.4. Since April 2012 RCVS began renting office accommodation in Bridgford House and pay the Council an annual rent of £10,475. The CVS has yet to confirm where it would locate its new service and therefore the rental element of the SLA would cease from April 2014.

### **7.2. Legal**

- 7.2.1. The current relationship between the Council and RCAN/ RCVS is set out in paragraph 1.1 above. There are no further legal issues arising from this report.

### 7.3. Corporate Priorities

7.3.1. Supporting economic growth to ensure a sustainable, prosperous and thriving local economy

7.3.2. Maintaining and enhancing our residents' quality of life

7.3.3. Transforming the Council to enable the delivery of efficient high quality services.

### 7.4. Other Implications

7.4.1. RCVS and RCAN work actively to promote equal opportunities in all aspects of service delivery.

<b>For more information contact:</b>	Dave Mitchell Executive Manager - Communities 0115 914 8267 email <a href="mailto:dmitchell@rushcliffe.gov.uk">dmitchell@rushcliffe.gov.uk</a>
<b>Background papers Available for Inspection:</b>	Report to joint Community Development / Partnership Delivery Group 2 July 2013  Report to Partnership Delivery Group 8 July 2014  Service Level Agreement with RCVS / RCAN 2012-2015
<b>List of appendices (if any):</b>	RCAN and RCVS end of year report 2013/14



## RCAN and RCVS End of Year Report

Joint service level agreement, Rural Community Action Nottinghamshire and Rushcliffe Community and Voluntary Service. 1<sup>st</sup> April 2013 – 31<sup>st</sup> March 2014

### Service 1: Deliver Infrastructure Services to voluntary and community groups and be able to demonstrate

All 9 targets have been fully achieved

- 1.1 - One to one contact with at least 35 community groups
  - RCAN and RCVS together have supported 87 community groups across Rushcliffe.
  
- 1.2 - Work with at least 5 organisations to help them identify suitable funding opportunities and helping them to secure at least £25,000 additional funding
  - 37 groups supported to submit funding applications
  - Total funding secured £213,277
  - RCAN - £135,144
  - RCVS - £78,133
  
- 1.3 - At least 95% of organisations helped and responding to user survey express satisfaction with the service received
  - RCVS – 98 responses to the user satisfaction survey, with 96.6% expressing satisfaction with the service received

#### Quotes:

*“Very friendly, approachable staff. They are always enthusiastic and seem incredibly happy to help”*

*“Always good to work in partnership with RCVS. Support is offered and made easy to understand. Thank you, it is good to know that you are there”*

- 1.4 - The advice and support has been provided to at least 400 potential providers and that at least 90 volunteers have been successfully placed
  - RCVS – contact with **1284** volunteers with **109** volunteers known to be placed
  
- 1.5 - Work has been undertaken with at least 12 voluntary and community groups to promote good practice in volunteering.
  - RCVS - **185** voluntary and community groups have been supported to develop their opportunities. **21** of which have received intensive support to promote and implement good practice in volunteering

Quotes:

*“Just to let you know I have contacted the two volunteers you sent me and to say thank you for recommending us and promoting volunteering with us as always! Thank you” (Air Ambulance)*

*Rang to say ‘thank you for helping to recruit 3 new volunteers. We really appreciate your help’ (LGBT Switchboard)*

- 1.6 - The Volunteer Centre achieves and maintains accreditation with Volunteering England
- RCVS - VCQA has been achieved across the partnership,(until March 2016)
- 1.7 - At least 95% of people using the Volunteer Centre and responding to user survey express satisfaction with the service
- RCVS – Work has been undertaken during the course of the year to improve the feedback we receive from potential volunteers, and organisations who we signpost them to. 70 responses to satisfaction survey – 97% expressed satisfaction with the service received.
  - *‘ really enjoying volunteering with the Service Tree and Oxfam and a big thank you for helping me find these placements!’*
  - Spoke to Mrs M, wife of CM. He is now leader of walks with Move & Mingle and thoroughly enjoying it. Mrs M says it has restored his confidence & made him *‘the man he was’*. He is also considering voluntary work for DofE as his son is taking part. After back problems, the voluntary work has changed his life. Mrs M is very grateful and wanted to pass on her thanks to the Volunteer Centre
- 1.8 - The Volunteer Centre engages with centres elsewhere in the county to develop Collaborative initiatives aimed at improving efficiency and effectiveness.
- RCVS - Regular networking meetings with CVS in South Notts
  - Partnership work was undertaken across the county to improve efficiency and effectiveness through the Transforming Local Infrastructure programme
  - VCQA achieved through the partnership of Volunteer Centres
- 1.9 - RCVS will generate additional period income to provide new services to users.
- RCVS - **£8500:** £8,000 Transport Growth Fund: £500 Emergency Heater Scheme

**Service 2: Supporting Town and Parish Councils and community groups in the development and delivery of community led plans, neighbourhood plans and market town initiatives.**

7 out of the 7 targets have been fully achieved.

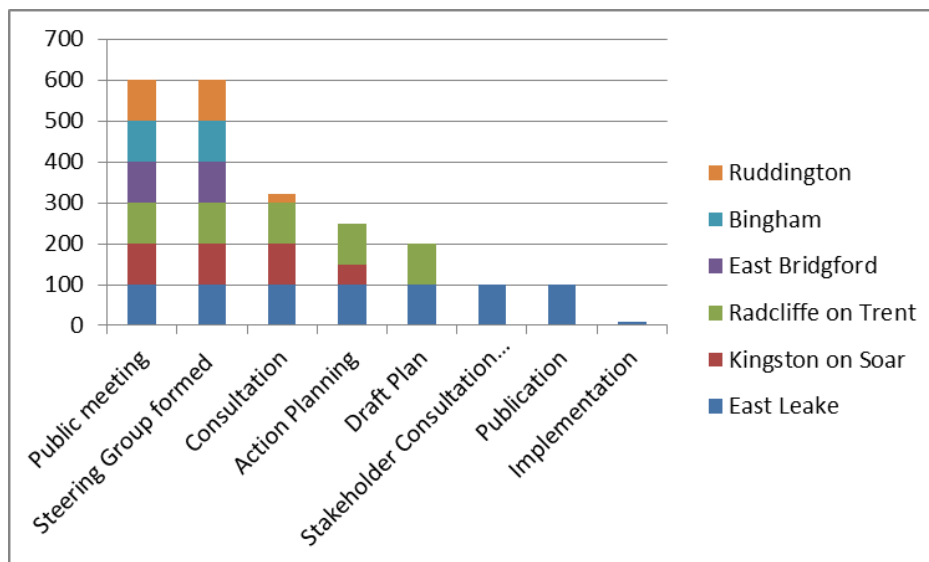
- 2.1 - Rural community groups and parish councils receive appropriate advice and guidance, with a particular focus on parish plans



- RCAN continue to respond to queries about Community led Planning and have attended one annual parish meeting to deliver a presentation in East Bridgford. RCAN work in partnership with other specialist agencies and signpost groups on where appropriate.

2.2 - At least 2 parish plans are produced per year – over the 3 year agreement 6 plans to be produced.

- RCAN are currently supporting communities to develop community led plans in Radcliffe on Trent, Kingston on Soar, Ruddington, Bingham and East Bridgford. East Leake have now completed their plan and held their launch event in April 2014. This support involves attendance at monthly meetings, advising on effective community engagement techniques and acting as the link between the community group and the borough council to ensure that departments are aware of identified issues. New community led Plans are underway in Bingham and Cotgrave have also expressed a strong interest in revising their Town plan. The table below indicates the different stages that each parish are at.



2.3 - Support has been provided for the ongoing development of a Neighbourhood Plan in Keyworth

- RCAN continues to work in partnership with the Planning and Policy team at Rushcliffe Borough Council to support the development of Neighbourhood plans in Keyworth

2.4 – Support has been provided for the on-going development of a Neighbourhood Plan in East Leake

- RCAN continues to work in partnership with the Planning and Policy team at Rushcliffe Borough Council to support the development of Neighbourhood plans in East Leake

2.5 - Work with community groups and town and parish councils has been effective in helping them identify suitable funding opportunities and helping them to secure additional funding

- RCAN continue to support community groups and town and Parish Councils and have secured £135,144 this financial year.
  - RCVS continue to support community groups and have secured £78,133 this financial year
- 2.6 - An active involvement has taken place with partners in up to 12 town and parish council initiatives
- RCAN are currently actively involved with a variety of projects in 13 parishes across the Borough.
- 2.7 - Mechanisms have been developed for consultation with town and parish councils post parish plan to continually improve the service.
- RCAN produced a survey and sent it out to the groups who are undertaking community led plans. Out of the 6 groups RCAN is currently working with only the 3 active groups replied. The feedback was consistent and echoes the quote below.  
 “Without the support and guidance of RCAN there would have been no structure to start, continue and finalise the process. We would not have known where to start with funding issues and may have gone down the professional route whereas the involvement of residents has made this a very 'owned' piece of work”.

**Service 3: Assist the Council in developing and implementing its Transformation Agenda**

The 1 action in this service area has been fully achieved

- 3.1 – Supporting the Transformation agenda
- RCAN – A date has now been confirmed for the ‘Supporting the Rural Economy’ event focusing on rural diversification. The event will take place on 22<sup>nd</sup> October 2014 at the Sutton Bonington campus at Nottingham University. RCAN are also supporting the borough council and Holme Pierrepont and Gamston Parish Council with community engagement and open space management.
- RCAN continue to support the work in Gamston, working with the Parish Council and a group of residents to develop a community based land management initiative.
- RCVS: Attendance at the Cotgrave Visioning Event on the Saturday, in addition facilitated Community Group discussion workshops on the Sunday. Ongoing work by RCVS CEO with Transformation Project Officer in regard to Cotgrave Masterplan and Assets Group
- RCAN and RCVS – will be included in discussions and work plans regarding Transforming agenda as and when deemed appropriate by the council.

**Service 4: Assist the Council in implementing its Equalities Scheme**

5 out of the 5 targets have been fully achieved

- 4.1 - Ensuring that the database is seen to reflect our diverse population
- RCVS database is regularly updated and is linked in with the Rushcliffe Together database also held by RCVS. A range of diverse groups is represented on our databases, including groups themed around

equality strands such as disability, ethnicity, mental health, homelessness, older people.

4.2 - Ensuring that at least 10 key networks are engaged in the Community Cohesion Network (Rushcliffe Together)

- RCVS - The 'networks' are groups and organisations that come under the strands of Equality & Diversity, and who will have their own networks. We currently have 157 individuals on this database, representing 90 organisations who link into their own networks.

4.3 - Leading the organisation and delivery of at least one Community Cohesion Network (Rushcliffe Together) event

RCVS - The Rushcliffe Together Annual Event took place in March, entitled 'Five Ways to Rural Health & Well Being'. 33 people from 20 different organisations attended. The aim of the event was to explore loneliness in all parts of society, hear from local groups how the 5 ways to health and wellbeing are happening on the doorstep, and explore how local services can respond.

Quotes from attendees:

*"Really enjoyed all of the speakers, so much going on in Rushcliffe. Great networking opportunity. Thank you"*

*"A good interesting insight into what is going on in local communities"*

4.4 - Leading the organisation and delivery of at least one initiative with the BME community

- RCVS - Rushcliffe Asian Community Association: supporting development, organisation and delivery of the annual Health Event in August 2013 on "Healthy Heart and Healthy Living", and preparation for June 2014 event on "Cancer – Awareness, Precautions, Aftercare"

4.5 - Successfully placing at least 10 volunteers with additional support needs

- RCVS – 10 volunteers successfully placed this year, including two individuals recruited as volunteers to our voluntary transport scheme. Over two years, 25 volunteers have been placed.

*'many thanks for all your help, really pleased at the amount of support you have given our client' (Menap)*

### **Service 5: Communication**

8 out of 8 targets have been fully achieved

5.1 – RCVS's database of voluntary and community organisations is updated regularly

- RCVS's database is updated and reviewed on an ongoing basis

5.2 - Database entries increase by at least 10% per annum

- RCVS - Baseline figure –8% increase since April 2013 (24% increase over two years of SLA - target met over two years.
- 5.3 - At least 10 electronic news bulletins are circulated
- RCVS - 32 electronic bulletins have been circulated this year (including our own e-bulletin but also circulating partners' bulletins etc Nottinghamshire First
- 5.4 - Those responding to an annual survey show at least 90% overall satisfaction with the news bulletin
- RCVS - Newsletter survey – 100% satisfaction rate (24 responses). We acknowledge the poor response rate, and are constantly trying new methods to get feedback. However we do capture unsolicited feedback and individuals do frequently request inclusion on our database in order to receive our newsletter
  - *“...regular and informative. Great tool for signposting and understanding changes in the voluntary sector and support available through Rushcliffe CVS” (Newsletter recipient )*
- 5.5 - 10 regular newsletters (250-300) per mailing (mainly electronic versions) are circulated
- RCVS – 11 newsletters have been mailed out to contacts
  - RCAN – 9 newsletters have been emailed out to members
- 5.6 - ‘Piggy Backing’ of information in media delivered by other organisations is demonstrated.
- RCVS – 196 separate items of information circulated via partner organisation communications
- 5.7 - At least 4 direct mailings as required, are carried out
- We no longer post out our newsletters or additional mailings – please see information above (5.3) regarding our e-bulletin and other newsletters that we circulate on behalf of partner organisations. In addition we respond to requests regarding information for immediate circulation to the sector e.g. consultation and event information.
- 5.8 - The RCVS website is updated weekly
- The RCVS website continues to be updated on a weekly basis. Our Twitter account regularly updated and relevant information re-tweeted to followers.

Out of the 30 outputs 29 have been fully achieved. The only outstanding target is the completion of community led plans the development of which has been described above.

#### **Rural Community Action Nottinghamshire additional work in Rushcliffe**

- IT Champions - have delivered basis IT training to **12 people** aged over 50 yrs. using 84 volunteer hours. 3 Sessions have taken place, 2 at West Bridgford library and 1 in Bingham. The course was praised by Cllr Kay Cutts

in her County Councillor update at the East Bridgford Annual Parish Meeting in April.

- Travelling Together – The Gypsy and Traveller Team are currently supporting 2 service users in Rushcliffe with accommodation related advice and support.
- Bulk Oil – Currently have 9 Rushcliffe residents participating in the Bulk Oil buying scheme. The members are in Barton in Fabis (2 members), Flawborough (2 members), Cotgrave (3 members), Stanford on Soar and Gotham.
- Wheels to Work - are currently supporting 6 people to access work or training by providing them with a moped. mopeds are on loan in Edwalton, Hickling, Cotgrave, Bingham and 2 in East Leake.
- Rural Access to Services Partnership – have given 9 volunteer drivers MIDAS training who help to deliver the RCVS community transport scheme.
- Town and Parish Council Annual Conference and Parish Forums – RCAN have supported with the administration, organisation and delivery of both the Town and parish forums and the annual conference.

### **Rushcliffe Community & Voluntary Service**

#### **Additional work in Rushcliffe**

In addition RCVS have:

- Supported the delivery of 3 funding workshops / surgeries for local community groups and organisations
- Utilised the information held on our database to respond to 1418 enquiries
- Organised 8 events to enable VCS and residents to exchange information and offer networking opportunities including:
  - Rushcliffe Health Network Events
  - Unwind your mind
  - Rushcliffe Voluntary Sector Forums – 17/4/13 and 3/10/14
  - Volunteers Fair
- Rushcliffe Voluntary Sector Forum 3<sup>rd</sup> October 2013

Led by Rushcliffe CVS and in partnership with Rural Community Action Nottinghamshire, the event was organised with assistance from colleagues from Nottinghamshire County Council and Rushcliffe Borough Council  
The aim of the event was:

- To bring together representatives from voluntary and community sector organisations working in Rushcliffe who support older people
- To facilitate networking and information sharing
- To identify what issues groups are facing and explore future collaborative working

As well as time for discussion workshops looking at how we could work more effectively together to improve services for older people in Rushcliffe, there were presentations from the NCC Commissioning Manager, Penny Spice, and New Life Shopping Service

The Forum was attended by 29 people from 19 different organisations.

Those attending gave very positive feedback and said they most enjoyed an opportunity to network and make new links. The forum offered the chance for groups to find out about what services existed and to promote their own.

The event has led to the development of new initiatives, including a project by the Friends of Rushcliffe Country Park, and joint working between Rushcliffe CVS and Rushcliffe 50+ Forum to organise and deliver events in rural communities.

- Volunteers Week 2013

Rushcliffe Volunteer Centre held a volunteers' fair at West Bridgford Library on 6<sup>th</sup> June 2013 between 10 – 4pm. This was the first time we had used the new facility and it was a well-attended event with over 60 people coming through the door. Many of whom made enquiries about volunteering and over 20% have now taken up volunteering.

- One of these individuals walked straight from the Volunteers Fair to sign up at two charity shops in West Bridgford

### **Providing Services to Older People to help them retain their independence for longer:**

- Community Outreach Advisor Service is for those in Rushcliffe over 50 who need some advice or information on a whole range of issues. The Advisor will visit the person in their own home and support them to access the support they need. This can range from benefits, keeping warm and adaptations to local social groups, pensions and getting out and about.

Funding was secured to continue the project 2013 – December 2014.

Over the year our Community Outreach Advisor had one to one contact with 171 clients, helping them to live safe and independent in their own homes

*"I was looking for services that could help me be independent ... the biggest benefit is that now I know who to turn to"*

- First Contact Signposting Scheme works with public and voluntary services to help people aged 60 and over to get the information and support they need through the completion of a simple checklist. First Contact can help with the fitting of smoke alarms, arranging home adaptations advice on crime reduction and other issues that matter to older people. The project is delivered across Broxtowe, Gedling & Rushcliffe. Between April 2013 and March 2014, 840 people were signposted to services of whom 82 were Rushcliffe residents.
- Housing Choices is an advice and information service aimed at older people, their families and carers. The service provides one to one energy efficiency advice and general housing advice such as making adaptations to the home, moving to alternative accommodation or getting more support to manage more easily at home. Our Housing Choices Advisor has provided one to one

support to 82 Rushcliffe residents during the year. The project closes at the end of May 2014.

- Rushcliffe Voluntary Transport Scheme helps people with no alternative means of transport to make necessary journeys. These include journeys to visit relatives or friends; trips to the dentists, GP's, opticians, chiropodists and other health appointments, as well as journeys for going shopping, to social clubs and groups. Over 300 passengers are helped by the scheme, which is supported by over 58 volunteer drivers. We have had 121 new passengers registered during the year and have recruited 9 new volunteers.
- Rushcliffe Befriends aims to help people aged over 50 and living in Rushcliffe who are lonely and find it difficult to get out and about by matching them with a volunteer befriender, also aged over 50. A befriender visits a person in their home, provides company and conversation and supports them to participate in activities of their choice, for example a friendship or social group, a walk, a craft or exercise class, a bowls club or reading group .

Rushcliffe Befriends has been established in response to local need and builds on many years of Rushcliffe CVS support of older people. The borough has a high proportion of older residents, a percentage that is growing and many of whom live in rural areas. Although the project is based at Bridgford House, Rushcliffe Befriends is very keen to get out into villages.

Key characteristics of the project make it slightly different to traditional visiting schemes – supporting and encouraging people to become involved in their local community to develop independence

Project staff came into post in August 2013 and already we have recruited and trained 15 volunteers and received 39 referrals. All volunteers are DBS checked and provide two references. They attend Induction Training which includes the role of a befriender, health and safety and boundaries.

- Through our Health Development Work, we work with NHS Rushcliffe Clinical Commissioning Group (CCG), voluntary and community groups to help improve health care and the health of residents in Rushcliffe. This includes chairing a number of forums including the Diabetes and Cancer forums, the 50+ Health subgroup, the Mental Health and Wellbeing partnership, the Carers and Learning Disability Forums. In addition we assist in organising Health Network Events across the borough
- Whatton Prison Visitor Centre. Rushcliffe CVS manages and runs the Visitor Centre at HMP Whatton, providing a welcoming place for friends and families of prisoners to spend time and relax before and after their visit. They aim to offer a safe, pleasant environment where all visitors are treated with dignity and respect, provided with the facilities they need and offered information, support and the opportunity to discuss in confidence any difficulties they may face. Two members of staff are supported by 8 volunteers.

Quote: *'you have made a difficult situation more bearable. Your kindness and you non-judge mental attitude has helped more than you could ever know'*