



Ettington

Community Hub

Annual General Report

April 2022

Introduction

Ettington Community Hub sprang into life, as a response to the Covid-19 Pandemic, on 29th March 2020. The initial aim of the hub was to support the elderly and vulnerable residents of Ettington and Fulready during the first lockdown. This support came from a team of volunteers, willing to support others on a practical and emotional level.

It became apparent quite quickly that the hub would be required beyond the first lockdown and would be an asset to the wider community beyond the Covid-19 Pandemic. Ettington Community Hub became an unincorporated small charitable association on 1st September 2020. The purposes of the charity are agreed as:

1. To link people living in the parish of Ettington and Fulready, who require support, with those who can provide it.
2. To support wellbeing in our community by strengthening and creating links between community and support groups who work with our community.
3. To be available to respond at a local level as and when required.
4. To offer opportunities for all in our community to live a healthy and valued life.

A Board of Trustees was agreed in July 2020, and a new board was elected at the AGM in April 2021. The 2021/2022 Board of Trustees include
Rev'd Dr. Nikki Moon - Chair and Hub Manager
Keith Harriss - Vice-Chair and Hub IT Support Officer
Jonathan Allen - Treasurer
Tara Lambert - Secretary
Tiff Spittle - Safeguarding officer
Claire Udell - Safeguarding officer

The following report highlights the activities of Ettington Community Hub and all its volunteers over the past year.

Gratitude must be given to all who have been involved in the success of the Hub, a huge 'thanks' to the Board of Trustees, to Colette Inman for her support as Hub Coordinator and to Cllr Rich Smith for his continued support collecting prescriptions and delivering them to residents.

The 2022 AGM will focus on the future of the Hub as Covid restrictions are fully lifted and the vast majority of the Hub's previous clients have been able to return to life as normal.

Financial Report – Jonathan Allen

Please see attached Income and Expenditure Statement

Total income of £243 derived from donations down from £377 previously. No grants were received or applied for. Major items of expenditure are insurance unchanged at £140 and website maintenance of £135 (£73).

The excess of income since inception of £380 is primarily held on behalf of the hub in the PCC's bank account (£362). We are extremely grateful to the PCC for providing this facility. Modest cash balances are held from occasional cash donations received.

Restricted funds represents the element of grants received where use was specified at application and the residual amount is available for advertising. All other funds are unrestricted.

IT/GDPR Report - Keith Harriss

The IT role is to ensure that the Hub's IT system runs smoothly and safely protects all the data. When the Hub was set up Google Sheets was used to gather all the information about our clients and volunteers. However, this had its issues with keeping all the data private and only releasing data relating to each client on a need-to-know basis. The system we now use I designed and built is online so can be accessed through any device with access to the internet. It uses PHP script to communicate with a MYSQL server. This enables us to have full control over which data we release and to who.

The Hub has a website at ettingtonhub.org. This website can be accessed to register a need, order a prescription pickup or register as a volunteer. Other important information can also be found on the website including the Hub policy and procedures for Safeguarding, GDPR and our data protection and procedure.

Going forward, improvements can be made to keep the data even more secure by adding a 'timeout' facility which automatically logs out the user after a period of inactivity. Also, backing up of the data from the server and the system itself could be automated rather than manually done by myself.

Safeguarding Report – Claire Udell and Tiff Spittle

The Safeguarding Officers Team, who are also Trustees of Ettington Community Hub, consists of Tiffany Spittle and Claire Udell.

Tiffany and Claire have, between them, attended all Trustee meetings to date, attended all training required and continue to meet with the other Trustees regularly.

Tiffany Spittle is one of two Safeguarding Officers for the Ettington Community Hub.

Claire Udell is the other Ettington Community Hub Safeguarding Officer. She is currently working as Executive Assistant to the Directors having recently accepted a promotion from her previous position as Business Manager and HR Business Partner. She has many years of experience working in varied roles including with vulnerable adults, young people and also as a prison officer. She currently oversees the needs of a team of over 90 employees as well as the two directors at her current employment at a large hospitality event venue in Warwickshire.

As well as the Hub manager, the role of the Safeguarding Officers is to be the named persons within the Hub that volunteers could report any disclosures or protection concerns to. If required, the Safeguarding Officers will refer on any disclosures or protection concerns to the Local Authority in which the vulnerable person lives.

Importance of Safeguarding:

As a community hub, we want to ensure that the vulnerable adults in our community are protected. We want to ensure that we have clear procedures in place and a culture where ensuring our clients are safe is a key priority and taken seriously. We want to ensure we are a community service where people are able to speak out about any concerns they have and any concerns are dealt with in a professional manner, with no covering up or matters being brushed under the carpet.

Volunteers:

All volunteers are overseen by our Hub Manager, who has enhanced DBS clearance. A third-party DBS 'umbrella' organisation called Volunteer Friends processes all of Ettington Community Hub's enhanced DBS application forms at a cost of £12.00 per application. At the time of writing this report, 21 of our 23 active volunteers registered with the Hub have enhanced DBS clearance. It is essential that a Hub volunteer has an enhanced DBS before they can start working directly with Hub clients. This is now carried out prior to undertaking a voluntary role with Ettington Community Hub and does also include any new Trustees. Enhanced DBS checks will be renewed every three years.

2 of our 23 active volunteers registered with the Hub have not got an enhanced DBS. These volunteers are either currently inactive with the Hub or have chosen to volunteer their time by carrying out tasks that are not directly with Hub clients. For example, leaflet drops, etc. There are 7 other volunteers who are currently registered on the system but are not active volunteers.

Two professional/character references are also requested when an individual first expresses and interest in joining Ettington Community Hub. One of the Safeguarding Officers facilitates this. Currently, all Hub volunteers have two satisfactory references on file.

Training:

All Hub volunteers have been strongly encouraged to attend General Safeguarding Training provided free of charge online by Warwickshire Community and Volunteer Association (CAVA). At the time of writing this report, five volunteers have attended training and have provided their certificates. It is acknowledged that a number of other volunteers have also attended Safeguarding training and are awaiting their certificates.

In addition, it has been agreed that all Trustees are required to attend the Safeguarding for Trustees online training, also provided by Warwickshire CAVA.

Disclosures:

Any disclosures made are dealt with and referred on where required. The safeguarding team are made aware of any disclosures made.

Safeguarding Policies:

The Safeguarding team, together with the other Trustees, adopted Ettington Community Hub's Safeguarding Policy on 19 November 2020. This policy will be reviewed by the Safeguarding team and the other Trustees on 18 November 2021.

Current policies can be viewed on our Hub website (www.ettingtonhub.org).

Conclusion:

Safeguarding is everyone's responsibility. Acting on your concerns or seeking advice is rarely a bad idea. People often question 'What if I'm wrong' but we have to also ask ourselves 'what if I'm right'. We can't assume that someone else has seen what we may have seen or will pass on concerns.

I am always willing to be asked for advice around any concerns or 'niggles' people have and chat things through.

Manager's Report - Nikki Moon

The Hub Manager's role is primarily to oversee the work of the Hub volunteers and keep in contact with all Hub clients to ensure needs are being met and any issues are resolved well. However the role has, for the past two year, also included managing email and administration, writing the Hub newsletter, making referrals to external agencies when required and keeping up to date with the latest Covid-19 restrictions and communications by attending regular online meetings with Warwickshire County Council (WCC) and Public Health England (PHE).

After two years managing the Hub from set up I will now be stepping aside due to a change in circumstance which means I will no longer be resident in the Parish of Ettington and Fulready from June 2022. I hope the Hub can find a new manager who will have the time and energy to evolve the Hub in the coming months.

The Hub has achieved much since it came into existence in March 2020 and has supported a significant number of individuals and households throughout the Covid pandemic. Alongside prescriptions and shopping being delivered and invaluable phone calls to check on residents the Hub community has been on hand for one off support such as emergency transport to medical appointments, support with IT and other issues. The Hub has also acted as an intermediary or bridge between residents and external agencies, ensuring the right support is accessible, It has acted as a voice for those struggling to voice their needs, ensuring GP's and wellbeing teams are aware of individuals requiring their support. Referrals to Fosse and Stratford Foodbanks have also been made.

During the latter half of 2021 the Hub was key in ensuring local residents were able to access Lateral Flow Tests, this was especially important over the Christmas and New year period when it was very difficult to order LFT's online or from local pharmacies yet the Hub was able to maintain and in fact increase supply for local residents.

However, in the past 4-6 months the Hub has seen a rapid decline in the number of people requiring assistance. In fact we have not been required to collect any prescriptions since

December 2021 and only one client is receiving Hub support at the present time. This shows that the majority of the clients served by the Hub throughout the pandemic are now able to return to some form of normal life which is a positive step forward. It does however raise important questions about the future of the Hub in the coming months.

Hub data as of 20th April 2022

Category	Amount
Number of clients registered with the Hub	30
Clients currently receiving support	1
Number of volunteers	23
Total prescriptions delivered	218
Approx number of shopping deliveries	150
Approx number of village Spar deliveries	60
Approx number of befriending calls made	300
Individuals referred to outside agencies	4
Total food bank referrals	3

Ettington Community Hub
Financial summary to 31st March 2021

Income & Expenditure

All figures £

Income

Grants Received

WCC
EPC

Period to 31/3/21

12 Months to 31/3/22

775.00
88.98

0.00
0.00

863.98

0.00

Donations / Fund Raising

377.49

243.47

TOTAL INCOME

1,241.47

243.47

Expenditure

PPE

Volunteer Training

Telephones

Advertising

Website

Insurance

Admin

72.10

228.00

80.00

77.00

72.86

140.00

39.69

0.00

17.09

60.00

42.99

135.44

140.00

0.00

TOTAL EXPENDITURE

709.65

395.52

EXCESS OF INCOME OVER EXPENDITURE / EXPENDITURE OVER INCOME

531.82

-152.05

REPRESENTED BY:

CASH AT BANK

CASH IN HAND

506.82

25.00

531.82

RESTRICTED FUNDS

UNRESTRICTED FUND

126.14

405.68

531.82

EXCESS TO 31/3/21

DEFICIENCY YEAR TO 31/3/22

531.82

531.82

361.86

17.91

379.77

30.01

349.76

379.77

531.82

-152.05

379.77