

WHAT'S BEEN HAPPENING 2021/2022













Who We Are

Larkhall and District Volunteer Group is a voluntary organisation, formed in September 1994 as "Avondale Careline" to provide a friendly chat on the phone to elderly, disabled and housebound people. The services provided have been expanded since 1994 to meet recognised needs within the local community.

The Larkhall area covers some 60 square miles and includes rural and urban communities with a diverse range of needs and social circumstances.

We aim to promote the health and wellbeing of the community in Larkhall and the surrounding areas. To meet these aims, our dedicated team of staff and volunteers work hard to provide services, activities and volunteering opportunities for all members of the community.

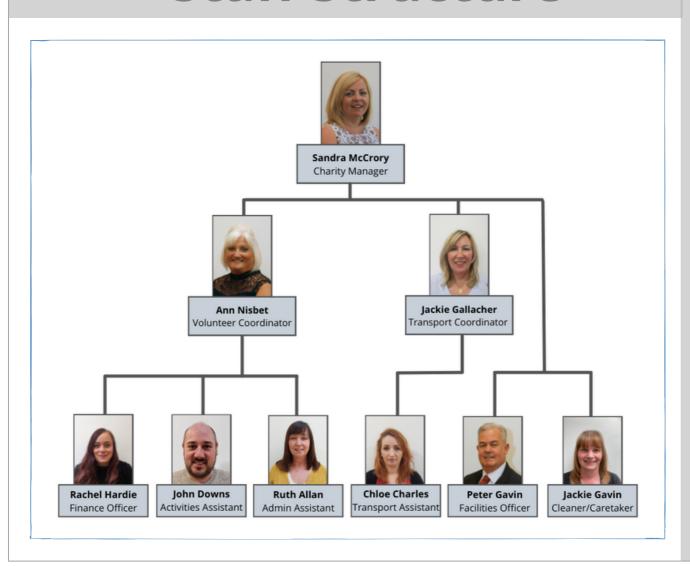
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The Board



Staff Structure



Charity Manager's Update

Welcome to our 2021-2022 annual report. 2021 was another different year for our charity with many groups still restricted, but 2022 saw us welcome back almost all of our groups and activities, and we are delighted to see so many of our members and volunteers (old and new) returning. As of March 2022, there are still some covid restrictions which remain in place, and we are happy to abide by these to ensure everyone's continued safety while they are in our building and out and about in our buses.

Our focus over the last year has been maintaining contact with as many members and volunteers as possible, working out new and interesting ways to provide our services, and reenforcing the strong partnerships that have formed. We have run online groups, hybrid groups and small face to face groups. These have all brought their own challenges, but our staff, volunteers and members have all adjusted to our new ways of working with a smile and dogged determination.

All staff returned to working in the building by autumn 2021, and it has been great to have the team back together. Our Board have also returned to face-to-face meetings, and everyone is enjoying the simple act of being together again.

As we look forward to 2022/2023, our focus is on sustainability and ensuring our groups and activities remain safe and fit for purpose. We continue to recruit new volunteers and are always delighted to welcome new members to our volunteer team. Our Board have completed the Scottish Council for Voluntary Organisations (SCVO) governance checklist and will now move on to tackling the resultant action plan – including our next Business Plan and some new policies. The next year will be a bumpy one with an uncertain funding landscape, but we are determined to do all we can to ensure the work of LDVG continues well into the future.

Sustaining Partnerships

Larkhall Community Network (LCN) & Larkhall Community Network Leads (LCNL's) – over the last year, we have continued our role as a key organisation in the LCN and LCNL's groups. Ann Nisbet has been representing LDVG at the LCN meetings while I attended the Leads group.

The Network continues to discuss emerging issues partners are encountering when working within the community and looks at different ways the partners can work together to tackle these issues.

The Leads group oversees the strategic direction of the Network, and we have worked hard to create a framework for collaboration that will serve the community in Larkhall for the short, medium and long term future.

Hamilton Health & Social Care Forum – LDVG were part of a writing group who worked in partnership to create the "Pathways to Positive Mental Health & Wellbeing" booklet. Launched in May 2021 during mental health awareness week, the feedback on this resource has been overwhelmingly positive. We have shared this resource with staff and volunteers so it can be used to signpost members to additional services that may be of use to them. Copies can be found in LDVG or from The Lighthouse on King Street.

New Partnerships

During 2021, we welcomed a new NHS GP link worker to the area. This new role is based within the local GP practices and is a link between the GP's and the community. Through preliminary work carried out by the LCNL's group, the link worker was quickly introduced to the services available to the community in Larkhall and LDVG have had many successful referrals. We look forward to continuing this partnership.

Awards

This year we were again blessed to be nominated and shortlisted for a number of awards. We are pleased to be able to share the following successes:

2021 UK Community Transport Volunteer of the Year



Volunteer driver, Ann Rodger, was this year's UK Community Transport Association Volunteer of the Year 2021. Ann was nominated due to the fantastic support she gave to the local community during covid. Ann was a regular driver for both LDVG and the Larkhall Community Network, delivering food parcels, hot meals, collecting food from council hubs, supporting food pop up events etc. When we asked for testimonials to support Ann's nomination, we were overwhelmed by the amount of people who wanted to thank her, so it was wonderful to have her volunteering recognised at a national level.

2021 VASLan Long-Serving Volunteer of the Year



Our Chair and volunteer, Anne Alston, won this year's VASLan Long Serving Volunteer of the Year. Anne took up a role volunteering for LDVG when she retired and found herself soon after taking up the role of Chair. Anne is always on hand to support LDVG, be that volunteering as a lunch club assistant, doing call line, covering our phones, to the vast amount of work she does in her role as Chair. Anne also volunteers for her local church, so she is one busy lady! Congratulations once again to Anne and thank you for all you do.

2021 VASLan Covid-19 Response Group Award - Larkhall Community Network



LDVG were amongst the partners included in the Larkhall Community Networks nomination for the Covid-19 Response Group Award. Winning this award recognised the outstanding partnership work that occurred in Larkhall, and which is now being shared as an example of good practice.

Funding

We would like to thank all of our funders for their continued support through some very difficult months. Their understanding, flexibility and trust has enabled us to continue to adapt and change to ensure we meet the needs of our members and the wider community.

Funding secured in 2021-2022: AGE Scotland, Arnold Clark Community Fund, ASDA, Community Mental Health & Wellbeing Fund, Community Recovery Fund (Phase 2), Flexible Workforce Development Fund, Hubbub Community Fridge, Larkhall Community Council micro grant, National Lottery Community Led fund, Neighbourly, Our Place Our Plan (Strutherhill & Birkenshaw), Paths For All (Smarter Choices, Smarter Places), Scottish Passenger Transport (SPT), Virgin/O2 media.

Thanks to funding from the Community Mental Health & Wellbeing Fund manged by Voluntary Action South Lanarkshire, we are delighted to introduced some new and extended services to LDVG.

Heart of Africa Lunch Clubs: we have been working in partnership with Heart of Africa since 2018, and are delighted to say the team are now working from our building on a Monday, Tuesday and Thursday providing hot lunches for our lunch clubs. Tuoyo, his wife Caroline and assistant Toinya, have been busy cooking traditional fayre with an African twist, much to the delight of members, volunteers and staff. This partnership has been secured for the next 2 years and we look forward to welcoming new members to the lunch clubs to sample this delicious food.

Call line: thanks to this fund, we are working on expanding our call line service to include additional slots to accommodate the volume of referrals we have been receiving. This will include purchasing additional mobile phones so that volunteers have the choice of volunteering from home or from our building. We will also be recruiting additional volunteers and are looking for people who have some free time and love to talk.

Monthly social shopping trips: this service is an expansion of our popular weekly shopping bus, but will be travelling further safield to retail parks and garden centres that are a little difficult to \mathcal{S} get to without a car.



Welcome To Our New Board Members

In the last year we were delighted to welcome 2 new board members to our Charity. You can read a short introduction to them below:



Jackie Baker

Tell us a bit about yourself - who are you? What do you do for a **living?** I was born in Liverpool but completed the majority of my education in Wales and Scotland. After 20 years of working for the Open University in Scotland and Ireland, I took early retirement and currently head up a community team in Glasgow East & Lanarkshire for the Co-op Group. I also work part-time as a Business Development Manager for a coaching company, Future Proof Learning Ltd.

What were your reason for joining the Board as a Trustee? I became aware of the great work that LDVG was doing during the pandemic through my role at the Co-op - LDVG was a Co-op supported local cause - and when I saw the advert for trustees on Facebook, I jumped at the chance to be part of this amazing organisation and team.

How have you found your first year? I was formally appointed in November 2021 but already feel part of the team - everyone has been so welcoming.

What are you looking forward to next as a Trustee? I am really looking forward to getting to understand the organisation better and see what it's really like out with the pandemic



Grant Riley

Tell us a bit about yourself – who are you? What do you do for a living? I am a communications professional, specialising in digital media - think of the person that answers enquiries through Facebook and deals with updating and optimising the website. I'm part of the Strategic Communication team at North Lanarkshire Council. A former film student and current father/husband, who is passionate about family, media, politics, business and cinema.

What were your reason for joining the Board as a Trustee?

I've been really keen to get more involved in strategic governance for a long time, despite how boring it may sound! My experience being involved in some other steering groups and teams has made sure I have the skills and

knowledge to carry it out well. I've worked in all of our community areas in North Lanarkshire, and steadily built up a passion for community building and empowerment.

Why did you choose LDVG? From events and marketing to business engagement and fundraising, there's very little I haven't been part of, and those things are also applicable to this charity. LDVG as an organisation very clearly shares my passion of community empowerment and service delivery, and so I'm delighted to help further it's aims to serve the local community.

How have you found your first year? It's been fast-paced and exciting. I've managed to get my teeth into some interesting projects and look forward to the many years to come.

Do you have any particular highlights? Working alongside Sandra and the board on the very first communications strategy has been such an experience. We've set our commitments and what we'll do over the coming years, and I'm very proud of all the hard work everyone's put in. Not to mention the range of awards that LDVG and its volunteers have been nominated for.

What are you looking forward to next as a Trustee? Meeting the members and volunteers for one. It's been a tough time over the past few years, and we now have the opportunity to bounce back. I can hopefully get to more events and activities and have a chat with whoever wants one. I've also joined our risk committee, so looking forward to helping LDVG stick around not just whilst I am on the board, but for generations in the future.

Welcome To Our New Staff Members



Ruth Allan

Ruth, formerly from Hamilton moved and settled in Larkhall 32 years ago. She is married to Derek and they have two grown up sons.

Ruth was attracted to the LDVG admin position as she was looking for a good work/life balance and this opportunity sounded perfect. Whilst the job has proved challenging, she is loving the work and her confidence is growing.

She especially enjoys chatting to the members and hearing their stories.

Ruth is settling in but says 'every day's a school day which keeps the brain ticking over'. For hobbies Ruth enjoys caravanning and spending weekends away with her husband or simply enjoying quality time with family and friends.



John Downs

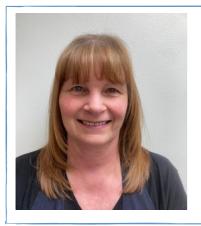
My name is John and I joined LDVG in April 2021 as the Activities Assistant. I have spent years working with the public from retail and hospitality to other Charity organisations. I have volunteered previously, starting when I was at school/university helping with the Machan Trust, assisting with their drama classes. I then volunteered for LDVG briefly, helping with Christmas fayres and baking for tea dances. I have been eager to join LDVG for a while now as I grew up in Larkhall and I've always been interested in helping others. When the opportunity to join a great team, who have built such a name for themselves in the community came up, I jumped in with both feet! I thought

that it was time to put my creativeness to use. Being with LDVG this past year has been such an interesting experience, it is everything I imagined and more. I get to wake up in the morning, go to a job I truly enjoy and know that I am making a difference in the community. I feel extremely lucky to be here. I was welcomed to LDVG with open arms, and I felt like part of the **#charityfamily** instantly.

Getting to meet all the volunteers and members has been great. Even though we've been limited due to the pandemic I still got to experience a lot of what we offer here as a charity. I've had the opportunity to promote LDVG at various events, attend fundraisers, perform at the Larkhall Christmas market, organise presentations, host and decorate for internal events and arrange outings for our members and volunteers.

When I'm not working, I like to spend time with family and friends. I am a big geek at heart, I love playing video games and all things superhero related. I love going for dinner, attending the cinema playing my keyboard when I get the chance. I also love a night out, especially if there's karaoke involved.

I am looking forward to 2022, getting even more involved in the community and tackling even more challenges along the way. It's also a year filled with big birthday celebrations, weekends away, shows, concerts and finally sunning it up in Santa Ponsa in the summer.



Jackie Gavin

Hi, my name is Jackie. I have been volunteering with LDVG for the past 3 years helping with tea dances and various functions.

I worked in retail for the past 47 years. I retired in November 2000 but that only lasted 4 months, as I accepted the job with LDVG!!!"

Volunteer Coordinator's Report

We started off this year on a much more positive note than last year and although our building remained closed for the first few months behind the scenes was action packed as always.

COVID Closure

Initially our building remained closed to the public and our services were limited. Our valuable call line service continued throughout ensuring members felt less isolated and more connected with the outside world and new referrals came in fast and furious from various sources. Due to a high increase in numbers, new volunteers were recruited to cover this task and the service developed to become not only a check-up call but a befriending call to the more vulnerable in the community. Members are so thankful for these daily chats, and this is evident in the comments made to us.

We continued with meal deliveries ensuring our most vulnerable members had the option of ordering lunch 3 days per week delivered to their door. Our Genealogy and Craft group still met weekly on ZOOM but while members and volunteers were happy to have this interaction most were keen to return to face-to-face meetings in the centre.

An advantage of this closure was that it provided time and opportunities for staff and volunteers to participate in various online training modules both inhouse and from external sources in preparation for their return. Training was supplied by Age Scotland, New College Lanarkshire, Peninsula and Flexebee and subjects covered included 'dementia, mental health, Microsoft Office packages, Health and Safety and food hygiene'. Before our reopening staff undertook Defib and First Aid training and everyone agreed all of the above were informative and beneficial.

Re-opening

As we all drew back the curtains and ventured out, the general feeling was to engage with others and break away from the isolated state we were in. Measures put in place ensured our premises were safe for staff members returning and it was with a sigh of relief that we opened our doors to the public once again. In May 2021 we started to build momentum with a gradual return to the building of our groups and services, remaining mindful of the health and wellbeing of staff, members, and volunteers.

Walking Group - Our enthusiastic walking group were first to resurface returning in May 2021 with limited numbers and members wearing masks etc. As they met outdoors restrictions were less and they kept walks local initially. The use of the bus taking them further afield was next but with reduced numbers according to social distancing rules and following Government guidelines.





Gardening Group - Our gardeners couldn't wait to get started and in May we welcomed them back in our garden at the centre and at our allotment plots at Hareleeshill Community Gardens. We enjoyed fantastic weather which meant our gardeners could work outdoors, preparing and replanting the beds with flowers and vegetables. Funding from Age Scotland "Supporting Good Connections" Community Grants programme bought extra supplies and raised planter beds for the group and an outing in September was a highlight when members visited Dumfries House.

Craft Group - September saw the physical return of our craft group and members were delighted to be meeting face to face to share ideas and renew their hands on approach.





Genealogy Group - Our Genealogy members continued to meet on zoom as the group required close physical contact. There were still lots of active discussions as volunteers and members worked on projects together finding out about each other's family history.

Armed Services Community Group - Our veterans were treated to Christmas lunch in November but their first get together after lockdown was a day out to Stirling Castle. This is also the home of the newly refurbished Argyll and Sutherland Highlanders Regimental Museum, and members were entertained by their guide regaling them with stories of the past while delivering an interesting and informative talk.



Volunteer Coordinator's Report



Their next trip was to The Devil's Porridge' Museum in Eastriggs. This museum tells the story of HM Factory Gretna, the greatest munitions factory on earth in World War One and everyone was amazed by this fascinating story. The official return of this group is planned for Thursday 12th May 2022 when members will discuss an appropriate programme for the rest of the year.

Lunch Clubs - Lunch club members at Strutherhill and Hareleeshill were delighted to meet up with old friends when their groups started back in October 2021. Unfortunately, this was short lived, and they were closed again until March 2022. LDVG groups had to wait until February 2022 to meet as the format of the group was changing. At that time LDVG revisited our partnership with Heart of Africa, a local charitable organisation based in Scotland whose objective is to bring people together to support and provide for each other. They were going to work inhouse using their special cooking skills to prepare delicious meals from an extensive menu. By March this year things were settling down and members were happy with the new format.







Fundraising

Plant Sales - The success of our online plant sales has lived on, and we had two successful events during the year. The gardeners worked hard to ensure beautiful planters, baskets and other gifts were available for purchase and the quality of the finished items have been highly praised by the people in the community. Our sales in June and December collectively raised £1672.50 and our members should be very proud of their achievements.

Christmas Raffle - John our activities assistant organised a fun Christmas raffle in the form of a 'Spin the Wheel' competition where participants could win a variety of prizes. This entertaining activity brought in **£214** and attracted a lot of attention to the organisation.

Kiltwalk - A virtual Kilt Walk in April raised a fantastic **£4232.51**, and thanks go to Anne, David, Jim, Paul, Sandra, and Stuart, our enthusiastic participants who did a brilliant iob.









YPI Project - 3 Hamilton Grammar pupils chose LDVG for their Youth and Philanthropy Initiative (YPI) project and their team produced an excellent project which resulted in them winning £3000 for their chosen charity – LDVG. Their support was greatly appreciated, and the money will be used to provide our Activity groups with materials and outings.

Funded Events

Our Charity Manager, Sandra was able to secure specific funding from various sources to support lunch events, outings and consumables for members, groups and volunteers

Volunteer Afternoon Tea Event - In recognition of all the great work our volunteers do and to welcome them back to their duties we organised some special events in September 2021. Funding received from the Neighbourly/Virgin Media and O2 Together Fund was put to good use and provided the opportunity for our volunteers to come together to enjoy Afternoon Tea.





Christmas Lunch Event - Our gradual return for the groups and services began with some Christmas lunch events sponsored by the ASDA Foundation Bringing Communities Back Together Fund. They were all planned for November/December 2021 but due to COVID lockdown at the end of the year some were postponed and didn't happen until January 2022. This did not spoil the event as over 144 members and volunteers enjoyed a delicious meal with home baking (provided by our many talented bakers) to finish off.

Our Thursday Night groups members were also beneficiaries of this funding and enjoyed a Christmas lunch outing in November to the Westend restaurant in Kirkmuirhill and a trip to Goulding's Garden Centre in March.



Current Activities

Monday	Genealogy Group	1.30pm - 3.30pm
Tuesday	Walking Group	10.00am meet
Wednesday	Gardening Group	10.00am - 12.00pm
Thursday	Exercise Group	9.30am - 10.30am
	Craft Group	10.00am - 12.00pm
	Armed Services Community Group	2.00pm - 4.00pm
Friday	Exercise Group	11.00am - 12.00pm

Promotional Events



We were part of the Larkhall Coop Community Causes Scheme and attended their celebration day on the 19th of November. This was a great opportunity to promote LDVG and we were able to engage with community members to tell them about who we are and what we do.

We are now seen as regulars at the Larkhall Christmas market and are well known for our beautiful planters available for purchase. It's an ideal opportunity to showcase our organisation.

We are available to attend various community groups to present and promote LDVG and welcome requests.

Volunteers' Week

Our annual celebration of volunteers in June was recognised as always as we thanked our volunteers for all their support and dedication. This year our theme was 'You're one in a million' and personalised thank you cards, and certificates were sent to all. Facebook posts appeared every day between the 1st and 7th of June and were commented on and liked by many.

'It's up and onwards for all of us at LDVG and we look forward to a bright and positive year, working together to lift the lives of others.'



Transport Report

Our Community Transport responded rapidly at every stage of the pandemic with care and a community focus, there was a balance to be struck in ensuring volunteer drivers and passengers were supported to travel safely and connect with their community.

While legislation and guidance may have changed, our need to protect the safety and wellbeing of staff, volunteers and passengers remained of the highest priority. We continued to work hard to ensure we implement the proper measures to allow us to continue to safely deliver our valuable services.

Our Transport successfully continued to operate. We were awarded a government Grant from Transport Scotland to help with costs, allowing us to purchase mounted hand sanitizers, fogging machines and fit protective screens between the drivers and passengers.

Delivery of Hot Meals

Our volunteer drivers and escorts continued to deliver hot meals to our lunch club members made by Mr T and his team at Heart of Africa. In addition to this the volunteers worked closely with Larkhall Community Network to deliver food & wellbeing parcels to members of the local community.



Strutherhill & Hareleeshill Shopping Bus

We are happy to have once again received funding from Paths for All, Smarter Choices, Smarter Places until 2023 for our much-needed free shopping service. This has made a tremendous difference to both communities.





"Excellent friendly service, really appreciate the help as I have no family to help me"

In addition to our weekly shopping bus, we are delighted to have secured funding from the Communities Mental Health & Wellbeing Fund. This will provide our members with free monthly shopping trips to Garden & Shopping Centres further afield over the next 2 years.

Community Transport

Group hires - Community groups hires restarted, helping people remain independent by having the choice and the access to their community transport, enabling them to meet friends and to feel part of their community once again, ensuring that less people may suffer from social isolation and loneliness.

Community car - Our community car scheme re-started September 2021. This service is for people who are unable to use or have difficulty with access to public transport. It is also a GP referral only service. Our aim is to help people to non-emergency NHS appointments which they otherwise would be unable to make. Our friendly volunteer drivers help support and make a difference to each patient.

Electric car - Our new Nissan leaf electric car was delivered June 21, this allows our volunteers to use the vehicle for our Community Car Scheme and helps cut down on emissions, maintenance, and fuel costs.

Electric minibus - New electric 10-seater minibus due to arrive any time soon, funded by SP Energy Networks as part of their Green Economy Fund.

Maintenance of buses - I would just like to say a big thank you to our local mechanic Ian Picken who always goes above and beyond to help keep our buses running.



What Our Volunteers Say

LDVG is a great place to be a volunteer. The staff at LDVG are very supportive. "It lets the community see that there are people out there who are willing to help them no matter the risk to themselves."

"LDVG allow me to make a small contribution to the community."

What a difference these planters have made to the exterior of the building, it's a joy to look at

"Made me more determined to keep active and positive in attitude."

I enjoy driving for the activity groups. I get to enjoy days in Ayr, Peebles and visit places like Dumfries House. Its been very
enjoyable, working
together as a team,
utilising our skills,
creating something
so vibrant and eye
catching



What Our Members Say



I love my call line volunteers. I don't know where I would be without them, It's a lifeline for me. I was in a really dark place at the start of lockdown and they have got me through it. I didn't like where I was before i got these calls. I felt like a prisoner in my own house"

The LDVG staff are very nice and helpful and I enjoy the experience

You make me feel great!



I moved here, not knowing anyone
I moved here, not knowing anyone
I moved here, not knowing anyone
I moved here, not knowing exercise group.
I moved here, not knowing exercise group.
I moved here, not knowing anyone
and the ladies go for lunch.
and now after my exercise group.
I am very grateful to you all.
They have taken me under the you all.
They have taken me under the your all.
Wing. I am very grateful to you.

I love my weekly visits to LDVG, they keep me active and fit!

It's been an eyeopener! Friendly place to come, enjoy going on trips. Has imporoved my mental health





Clubs have helped me meet new people. I am not from Larkhall and spent most of my life elsewhere before moving to Larkhall just under 20 years ago. I'd be lost without them [clubs] and I think a few people would be. It's opened up for me meeting folk. To me the clubs have been a godsend. it's been fantastic. If it wasn't for the clubs I wouldn't have nearly as many friends as I do. It's always good for a catch up and it's a laugh. I'd be lost without the clubs as I'm not from around here.

Facts & Figures



Call Line

- 17 volunteers made a total of 18,499 calls on the call line service
- 2,023 hours spent chatting to members over the past 12 months.



Wellbeing Calls

- 128 calls were made by 5 Volunteers
- 19 hours spent on the phone with 69 members.

 When COVID restrictions allowed, 48 jobs were carried out by 2 volunteers



Handy Person

Lunch Clubs/Deliveries

725 meals delivered by a team of 8 volunteers between April and January.

- 46 passenger journeys made over the year.
- 4 Volunteer drivers helped 13 members with their weekly shopping

Hareleeshill Shopping Bus

Strutherhill Shopping Bus

- 68 passenger journeys made over the vear.
- 4 Volunteer drivers helped 26 members with their weekly shopping

Activity Groups

- 1,387 activity sessions took place with 127 members attending.
- 1,077 Hours were spent volunteering for these groups.



Gardening Group

 Garden Group raised £1672 from Summer and Winter plant sales





 7 Special Lunch Events took place celebrating our members and volunteers.



Fundraising

£6181

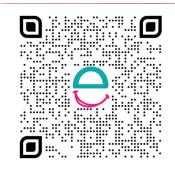
was raised by fundraising this year!

HELP US



JUST GIVING

This page can be used for all donations or to start your own fundraising event for LDVG!



EASY FUNDRAISING

This allows you to make a small donation to LDVG as you shop online at no extra cost to you!



AMAZON SMILE

With this program, Amazon donates 0.5% of eligible purchases to LDVG!

CONTACT US

You can reach us by phone, email or post using the details below. Normal working hours are Monday to Friday, 9am to 4pm.

· Phone: 01698 888893

Email:

- General admin@ldvg.org.uk
- Bus Hire transport@ldvg.org.uk
- · Room Hire finance@ldvg.org.uk

Address: Registry House, 55 Victoria Street, Larkhall, ML9 2BL

FOLLOW US

Please follow us on social media or visit our website for our most up to date news.









JOIN US

Interested in volunteering?

Talk to us.

LDVG offers a diverse range of volunteering opportunities that can work with your skills and around your schedule.

Interested in becoming a trustee?

Our Board of Trustees is vital to LDVG and you could work with us to help steer LDVG towards its goals.