



Presented on 22nd June 2022
The Three Swans Market Harborough





Welcome to VASL's Unlocked Event!

We hope you enjoy reading about and seeing VASL'S successes of the last year.

It has yet again been a challenging year for everyone in the community, with Covid variants and trying to keep up with what we could and couldn't do.

Our priority at VASL was to ensure the safety of our clients, volunteers and, of course, staff.

Even though we were still under some restrictions, our projects and services were still there to support those that needed our help.

I want to take this opportunity to thank everyone for their hard work and resilience - Volunteers, staff, trustees and our many funders.

Without this support VASL couldn't achieve so much.

I am very proud to be Charity Manager of VASL and look forward to another successful year ahead.

Maureen



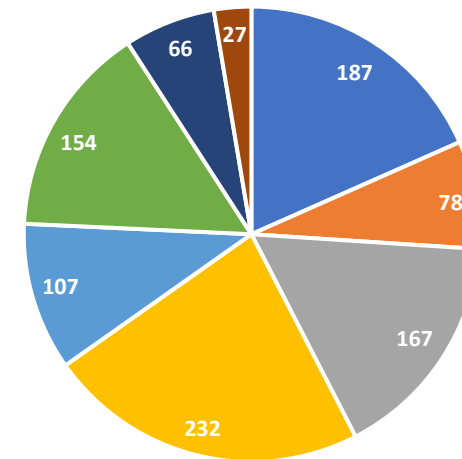
SUPPORT FOR CARERS LEICESTERSHIRE

Supporting 4853 Carers across
Leicestershire and Rutland

Since 2011 we have supported over
12,000 Carers, a number which grows
every day

SFC provides 7 face to face and 3 online
support groups for Carers every month

NEW REFERRALS FOR SFC IN THE LAST 12 MONTHS



■ HINCKLEY & BOSWORTH ■ OADBY & WIGSTON ■ HARBOROUGH
■ CHARNWOOD ■ NORTH WEST LEICS ■ BLABY
■ MELTON ■ OTHER

SUPPORT FOR CARERS LEICESTERSHIRE



'Just a message to say a big thank you so much!! We received vouchers for fuel and food today. You have been so helpful and we are so grateful for all your help you have given us! We realise you didn't have to go the extra mile for us but you did. You and all your colleagues are super stars! Lots of love'

'Thank you for all the information. I'm reading through it all slowly but everything great so far and the guilt is subsiding knowing its normal to feel how I have and it wasn't just me.. thankyou so much'

'I was most delighted to receive my carers passport, I felt like a huge weight had been lifted for once in a long time. But most grateful to know I've got support from you. Again, Thank you it's a great comfort knowing people like you & your team are there for people like us'



NEW CARERS PASSPORT
Caring for a loved one?
Make sure you have one of these...

CARERS PASSPORT

SUPPORT FOR CARERS LEICESTERSHIRE

VASL
INCLUDE • INVOLVE • EMPOWER



COMMUNITY
CHAMPIONS



Community Champions

Our digital support monthly sessions are back at MH and Lutterworth libraries, we have seen eight people so far. There have been lots of questions about smartphones, how to do more than just make phone calls, do we need to upgrade the phone each time it asks (the simple answer is yes, it helps to keep it secure). There have been questions about phones and tablets - how to save photos and how to send them to family, how to download an app for example the BBC or a delivery company so you can track parcels. Someone wanted to know about those QR codes that you see everywhere (point the camera at it and it will show you a link which will take you to a website or information about a product).

Someone was having difficulty with the code that opens the phone, and it was straightforward with someone sitting next to them, much harder to solve when family are abroad.

If you have problems using your computer, laptop, tablet (iPad) or phone, ring in and book an appointment

Thanks to our volunteers who give their time to help other people to get online.

Community Champions is also planning an exciting new Queen's Platinum Jubilee Memories project with Leicestershire Adult Learning Service (LALS) , and Harborough District Council. LALS will run a Creative Writing and Poetry session for CC clients and volunteers, who will then be asked to share memories of royal events they have witnessed eg, royal weddings, anniversaries, visits, deaths etc. We will share these memories via a special booklet so we can enjoy the insights and experiences of our peers, as well as celebrate the 70 years of international service that the Queen has given.

Community Champions are currently supporting 97 Active clients who are isolated with the help of 79 wonderful Volunteers



COMMUNITY
CHAMPIONS

- “What a joy to sit and chat with those pupils. They are amazing...so kind and careful and helpful. They made me feel like a million dollars.....Sorry but forgot the names but the three young ladies were just exceptional....Loved the fresh roses .loved the cakes. Tea...strawberries cream... gifts and the amazing pupils who played and sang for us. Really inspirational. It made a really lovely afternoon. The school should be very proud of them all. Thank you for setting this up for us. Please thank the school for allowing this to happen. Inspiring. Grateful thanks”

- “I would like to say how much I enjoy the zoom meetings, I enjoy them and they have been a real lifeline for me. “

- “nothing can fill the hole left by losing your best friend of 70 years but because of Community Champions green shoots are starting to appear, Community Champions has played a key role in supporting me”.



Our Car Scheme provides transport for elderly, disabled or rurally isolated people who can't use, or have no access to, public transport

Transport is currently supporting 1600 Clients and has 38 Active Volunteers.

36,105 miles have been covered in the last 12 months with 2440 journeys.

Transport has also been supporting the Jubilee Foodbank and has made 1050 food drops over the past year by our amazing Volunteers



"Your drivers are amazing, the service is fabulous, brilliant! It takes all the stress out of going to hospital, it is one less thing to worry about".

"I gain considerable benefit from knowing that not only am I helping people who are perhaps not quite as active as myself but knowing how grateful they are for this help. "Thank you, I'm so grateful" and "This is a wonderful service" are frequent comments made to me, and that is very gratifying".



A Volunteer Driver get together was held on Wednesday the 6th April 2022, it was so good to see everyone again. We all had a lovely time catching up, while enjoying packed boxed lunches from Emerson & Wests. It had been so long since 19 drivers had been together, hopefully it won't be long before we do it again.

VASL Bus trips restarted in October 2021 with 10 of our Clients enjoying 3 hours in Stamford. They all enjoyed themselves despite a shower or two and said it made them feel normal again.



VASL YOUNG CARERS

PROJECT

We offer Young Carers regular respite from their caring responsibilities; the chance to just be themselves for an evening; and the opportunity to try new things and meet new people

- Young Carers support young people aged 11 – 18 years who live in Market Harborough and care for someone at home.
- The Project is funded by Children in Need
- There are 9 Volunteers
- We meet with Young Carers on a fortnightly basis and also arrange days out





My Mind Matters is a Harborough based service which supports people who are concerned about their own or a loved one's mental health



The Project currently has 602 Clients registered and supports approximately 30 Clients at any one time.



The Project has provided over 750 points of advice over the past 12 months via face to face, Zoom, phone calls and email. There are also regular support groups for all Clients.



New to the project is Walk and Talk where 10 Clients meet with the team to walk in the park and support each other and their wellbeing.

'Thank you so much for your kind words and for all of your support. I am really grateful. Thank you so much for everything'.

'I feel really happy when I'm at the group' (Walk and Talk group)

'I just wanted to thank Samantha at My Mind Matters so very much for her support over the last few months. She has been absolutely wonderful at supporting me through such an incredibly difficult and challenging time, especially when my mother died at the end of July 2021 to Dementia and Advanced Parkinson's Disease. She is so highly professional, kind, caring and compassionate and would always give me the most excellent advice and always understood exactly how I was feeling and gave me the strength and tools to be able to deal with my anxiety, depression and panic attacks. Without her support, I know I would not of got through the last few months'



- **The Wellbeing Befriending Service aims to provide a therapeutic relationship to anyone 18+ living in the Harborough District who is experiencing mild to moderate mental wellbeing challenges and has a desire to develop positive wellbeing. A Client is matched with a trained, trusted Volunteer who will make contact on a weekly basis to support the Client with setting goals aiming to improve overall wellbeing and reduce isolation.**

“I have received regular befriending support from the Wellbeing Befriending Service and can honestly say how much better I feel. I have gone from having a flicker of light to seeing a huge, big light at the end of the tunnel”

“S from the befriending team is brilliant. She has helped with my feelings of loneliness by listening and supporting me, giving me the confidence and encouragement, I needed to pick up hobbies, as well as advice on taking care of myself”.

The Wellbeing Project provides support to adults in Market Harborough by matching Volunteers to befriend Clients.

The Project has 55 Active Clients with 17 receiving Telephone Befriending Support.

18 amazing Volunteers have been trained and have been matched with at least 1 Client.

Walk and Talk groups also meet regularly.

