

# MVSC ANNUAL REVIEW

2019 - 2021



# A MESSAGE FROM THE CHAIR AND INTERIM CHAIR

**“**In any moment of decision, the best thing you can do is the right thing and the worst thing you can do is nothing **”**  
T Roosevelt.

A few years back we sat round a table and deliberated; are we inspiring excellence? The response became a catalyst for change. Some tough decisions were ahead, and I am so pleased that together, we are now well placed to successfully navigate the changes that face us.

Our decisions are centred around purpose, people, and performance and I thank my fellow board members, past and present. I am especially grateful for our current board; the value they bring as individuals rather than a ‘groupthink’ culture. Special thanks to Simon and team. Thanks to our external stakeholders, your feedback is helping us shape MVSC.

Times are hard right now and there's more being asked of you than ever before and there's a lot going on. It is also an opportune time to build stronger communities, becoming the change that we seek.

It is farewell from me as I step down as trustee and Chair – thank you for the opportunity to serve. I am pleased to welcome Brian Dillon as Interim Chair. He is currently MVSC's Treasurer and a Trustee of the Board and we have every confidence in his leadership. Thank you all once again and my very best for the future.

*Susanette Mansour* Chair of Trustees

It is my privilege to take on the role of Chair while we seek a long-term replacement for Susanette. First and foremost I wish to thank Susanette for the time and commitment she has given to MVSC as Chair. As well as strong leadership she has brought to the Board a unique mix of professionalism, common-sense and humanity. She will be a hard act to follow.



The strategic themes and objectives adopted by The Board for 2021/22 are set out on the following page and I am looking forward to working with my fellow trustees, the MVSC Management Team, our voluntary sector colleagues and strategic partners to devise and implement programmes which will deliver the outputs needed to attain these objectives.

The Covid-19 crisis has severely tested all providers of public and voluntary services but I am confident that we will all work in partnership to successfully meet the challenges of the “new normal”.

*Brian Dillon* Interim Chair of Trustees

# A MESSAGE FROM THE CHIEF EXECUTIVE

## “A year to remember”

I was delighted to take on the role of MVSC CEO at the beginning of 2020 and want to pass on particular thanks to Barbara Price who so capably fulfilled the interim CEO position and welcomed me into the role. The Chair and Trustee Board have also been a great support over the year to the whole MVSC team.

The staff team have continued to provide all our services and indeed have all taken on additional work to provide important support to organisations and residents, so a personal thanks for all their continued commitment, summarised in part in this review.

I don't need to remind anyone of what happened early last year and how the ongoing covid pandemic still predominates so much of what we have achieved over the last year and plan to deliver in the years ahead.

In amongst all the pressures of the last year I have enjoyed working with and listening to so many experienced and insightful people in the voluntary sector, which directly influences how MVSC should focus in the year ahead and beyond.

What has been very apparent is how well the statutory and voluntary sector in Merton work very much as 'one team', which clearly is not the case in some other boroughs. This is a genuine opportunity in line with the headline strategic themes summarised here.

The Community Hub and the Merton Giving Fund have been great examples of an attitude of 'the answer's yes, what's the question?', which is great to be part of. Strategic plans need to be flexible for the year ahead as we step into a phase of renewal for many services.

Although a 'work in progress' as we wait for findings of a 2021 State of the Sector report for example, the following graphic summarises 3 strategic themes and a real motivation about delivering impact over the coming year.

I look forward to the opportunity for a lot more face to face dialogue and listening to views, ideas and proposed solutions to issues we all seek to help address over the months ahead as we move to a post pandemic period of renewal.

*Simon Shimmens* Chief Executive

## FUTURE PLANS: STRATEGIC THEMES FOR 2021/2022

Promote dialogue, listening and act for the voluntary sector



Improve capacity and capability to enable the sector to emerge strongly from the pandemic



# DEVELOPMENT

## BUILDING CAPACITY AND DEVELOPING THE SECTOR

MVSC provides Merton's voluntary, community and faith organisations with the support and platform they need to make a difference to local issues and the lives of Merton's residents.

**1400**

hours of 1-2-1 support for organisations was provided to help with governance, funding applications, employment issues and more.

**19**

Voluntary Sector Forums took place including the Mental Health Forum, Youth Partnership Forum and Small Groups Forum.

**18**

new organisations were formally registered with either Companies House or Charity Commission with our support.

**11**

training sessions facilitated on topics including law, volunteering, recruitment, IT, project planning and safeguarding.

with our support

**£735,000**

of funding granted to

**23** organisations

April 2019 - December 2020

**“** MVSC has been so helpful, without their support I am not sure I would have been able to get this organisation started. **”**  
Somali Community CIC



# VOLUNTEERING

## ENCOURAGING, SUPPORTING AND DEVELOPING VOLUNTEERING



269 new  
volunteer  
opportunities  
registered

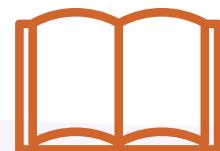
“

It's great to feel useful and I feel so much more connected to things. I have a whole new network of friends, volunteering has really changed my life.

”

943

New volunteer  
registrations



178  
Home Visit  
Library Service  
clients

700+

offers of help  
to support the COVID-19  
Community Response Hub



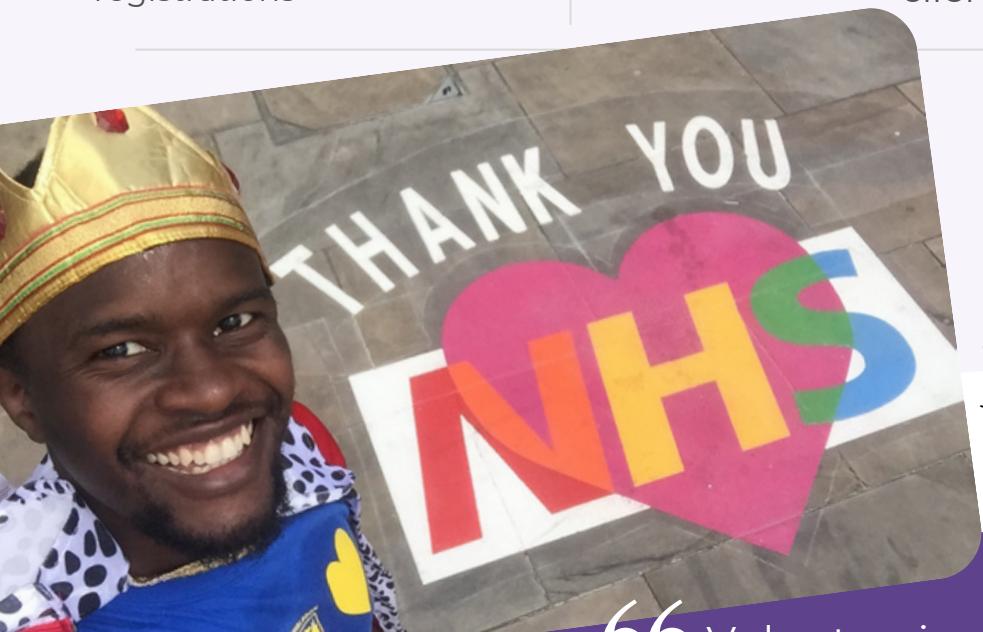
22

volunteers service the  
Home Visit Library Service



644

emergency care packages  
delivered to local households  
during lockdown



We are committed to supporting and developing volunteering in Merton and have been supporting volunteers for over 35 years. Connecting people, skills and good causes is what we do!

We estimate that 19% of people participate in volunteering – from a borough population of just over 200,000.

We are dedicated to supporting those volunteers by helping them find volunteering opportunities in the local community.

“

Volunteering gives me a real sense of achievement. I walk away at the end of the day knowing I have done something good for my community, and that's a great feeling.



# SOCIAL PRESCRIBING

ENABLING PEOPLE TO MAKE POSITIVE LIFESTYLE CHANGES

**1619**

new referrals



an increase in  
patient's  
wellbeing of

**77.63%**



**5943**  
welfare calls

**288**

isolated households  
got access to  
prescription and  
medication  
during  
lockdown



**3430**

appointments  
delivered

Social Prescribing is a project of MVSC in partnership with the Merton Clinical Commissioning Group, Merton Council, Merton GP Practices and the voluntary and community sector to help people referred by their GP to access local groups and activities enabling them to make positive lifestyle changes and learn new skills.

In October 2019, 3 Social Prescribers were based in 12 GP Practices across Merton. At the end of November 2019 6 more Social Prescribers were employed.

After their mandatory training and induction was completed, all 9 Social Prescribers supported patients from January 2020 in all 22 GP Practices across Merton.

The service continues to provide positive health and wellbeing outcomes for people in Merton, with the support of organisations in the borough.

# HEALTHWATCH MERTON

THE CONSUMER CHAMPION FOR HEALTH AND SOCIAL CARE IN MERTON

**healthwatch**  
Merton

# 561

people shared  
their health and social  
care stories with us.



# 49

virtual forums,  
workshops and outreach  
sessions completed.

MEETING



# COVID-19

Healthwatch Merton  
was integral in setting  
up the COVID-19  
Community Response  
Hub, alongside MVSC,  
Merton Council, AGE  
UK Merton and  
Wimbledon Guild.



# 4488

people accessed  
advice and information  
through our website,  
social media,  
eBulletins and  
community events.

# 20

young people attended the  
Youth Summit event to  
celebrate World Children's  
Day in partnership with  
MVSC and Social Prescribing.



# 754

hours given by 11  
volunteers  
helping to carry out  
our work.



# MERTON GIVING

## SOME HIGHLIGHTS



**MERTON GIVING FUND**  
**£26,883**  
Granted



**FUNDRAISING**  
£20,000 raised  
from businesses  
pre-Covid

Over £36,000 raised from  
fundraising campaigns

**TAKING ON THE CHALLENGE FOR**  
**MERTON GIVING**



## OUR RESPONSE TO COVID-19

### MERTON GIVING

CORONAVIRUS  
FUND

**£310,826**

100 Grants to  
68 Organisations

Generous Donations from



**Moat foundation**

# Merton COVID-19 Community Response Hub

## Helping those isolated or at risk from COVID-19

- Support with shopping and basic supplies
- Help to get prescriptions and medication
- Telephone befriending
- Support to get advice on money and benefits
- Advice and practical help to stay active and independent at home

### A Partnership Approach



plus other local voluntary sector organisations

**3,348**

local residents  
supported through  
the Community  
Response Hub

Established in March 2020 to help isolated households and those at risk from COVID-19.



# STAFF AND TRUSTEES

April 2019 - March 2021

Abi Fafolu | Trustee

Adrianna Jones | Senior Social Prescriber

Andrea Kibble | Interim Head of Finance

Annie White | Trustee

Beau Fadahunsi | Head of Development and Volunteering

Barbara Price | Trustee & Interim CEO

Bec Yusuf | Information and Outreach Worker (Healthwatch)

Ben Halschka | Head of Social Prescribing

Ben Wilkins | Trustee

Bev Tanner | Previous Treasurer

Brian Dillon | Treasurer

Charesse Miller | Social Prescriber

Dave Curtis | Head of Healthwatch Merton

Debby Brooker | Volunteering Officer (Libraries)

Erin Cowhig Croft | Information and Outreach Worker (Healthwatch)

Janet Watkins | Social Prescriber

Jeyanthy Satkunapalan | Finance Officer

Kelly Walker | Social Prescriber

Kemi Oyebode | Social Prescriber

Khadiru Mahdi | Previous CEO

Kirstin Hellard | Development Officer

Leigh Armstrong | Social Prescriber

Lia Santos | Administration and Operations Support Officer

Marina Caroli | Senior Social Prescriber

Mel Palachandran | Social Prescriber

Mona Bani | Development Support (Associate)

Nicole Lau | Social Prescriber

Nuzhat Ali | Trustee

Pat Yeboah | Development Officer

Ray Hautot | Senior Social Prescriber

Robert Lightfoot | Trustee

Sally McGarvey | Database Administrator

Sarah Hannigan | Social Prescriber

Sharon Clark | Volunteering Coordinator

Simon Courage | Process and Systems Officer

Simon Shimmens | CEO

Sophie Matthews | Marketing and Comms (Associate)

Susanette Mansour | Chair

Wendy Pridmore | Trustee

