Ordinary people making an extraordinary difference.

CSV Annual Review
Welcome to CSV’s Annual Review.

I hope it helps you to appreciate our important work with thousands of volunteers and learners across the UK.

Message from Sir Jon Shortridge, Chair of Trustees

Over the last year CSV has gone through considerable change. In this review you can see our learning results and meet Patryck one of our apprentices. In the face of a tough environment we had to take the difficult decision to close our learning operations at the end of July 2014. We will continue to support young people across the UK through volunteering and social action, helping them gain employability skills and valuable experience.

Trustees have agreed that CSV will focus on our core mission – providing social action and volunteering opportunities to people of all ages and from all walks of life.

We have undertaken a major organisational and financial transformation to ensure we are sustainable, and that we can continue to support the extraordinary range of activity shown here. It is the impact we have with families, young people, disabled people and older people – including through our unique Retired and Senior Volunteering Programme (RSVP) that drives the charity.

I am in no doubt that CSV will go from strength to strength as we celebrate how ordinary people can make a difference and support individuals, families and communities for another 50 years.

Message from Lord Levy, President

I am proud to be associated with CSV as a dynamic and effective charity. I am extremely proud of all our volunteers and the achievements of our learners. Whether you are young, old or disabled you are all making a huge difference to your communities and to some of the most vulnerable people within them. I want to thank you for your continued participation and commitment to CSV’s programmes.

I also want to thank CSV’s many funders, supporters and donors. Without your valued support our volunteers simply could not deliver the services they do or make their crucial impact on society.

To all of you who support CSV in so many and varied ways, I want to say a heartfelt thank you and to encourage you to stay with us as we evolve, building a strong charity focused on social action and volunteering opportunities for all.

Finance 2013-2014

In the 12 month period to 31 July 2014 CSV spent £17.31m compared to £18.89m for the 16 month period ending 31 July 2013.

### Income

<table>
<thead>
<tr>
<th></th>
<th>£m</th>
<th>%</th>
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</thead>
<tbody>
<tr>
<td>Private Sector</td>
<td>1.7</td>
<td>9</td>
</tr>
<tr>
<td>Grants and Donations</td>
<td>2.0</td>
<td>10</td>
</tr>
<tr>
<td>Other public Sector</td>
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<td>25</td>
</tr>
<tr>
<td>Central Government</td>
<td>5.3</td>
<td>27</td>
</tr>
<tr>
<td>Sale of Property</td>
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<td>29</td>
</tr>
<tr>
<td>Total</td>
<td>19.4</td>
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</tbody>
</table>

### Expenditure

<table>
<thead>
<tr>
<th></th>
<th>£m</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audit and Governance</td>
<td>0.2</td>
<td>1</td>
</tr>
<tr>
<td>Generating Funds</td>
<td>0.2</td>
<td>1</td>
</tr>
<tr>
<td>Transformation</td>
<td>1.5</td>
<td>9</td>
</tr>
<tr>
<td>Learning</td>
<td>5.6</td>
<td>32</td>
</tr>
<tr>
<td>Social Action and Volunteering</td>
<td>9.8</td>
<td>57</td>
</tr>
<tr>
<td>Total</td>
<td>17.3</td>
<td>100</td>
</tr>
</tbody>
</table>

Why we need your support

Everyone thinks volunteering is free. But at CSV we believe that everyone should be able to volunteer and play an active role in their community regardless of their age, disability or background.

That’s why we train and support our volunteers and cover their expenses. This is something we feel strongly about and why we spend 98% of our income on running volunteer programmes and supporting our volunteers. We can’t do this without your support.

To make a donation please visit [www.csv.org.uk/donate](http://www.csv.org.uk/donate)

Thank you.
Older People

We have 15,000 retired and senior volunteers (RSVP) who run community projects including patient driving schemes, employability skills, befriending, knitting and exercise groups. They mentor young people leaving care, help children learn to read and offer their professional skills to youth groups. RSVP are helping the Care Quality Commission shape new policy in England on how volunteers can play a role in the audit and inspection of hospitals and care homes.

95% reduction in loneliness and isolation
92% more physically active and leave their home more
94% socialise more and make new friends

Carole and her mum attend CSV’s Trinity Tea Dance in Middlesborough; she said: “My mum’s in her 80s and when my dad died she was reluctant to leave the house. She lost interest in everything, her appearance and her social life. She completely withdrew and had no interest in doing anything despite having always been so active. I hated seeing her like that, looking after her was hard and we both became lonely. I felt helpless. Then I persuaded her that we should go to the Tea Dance and what a change it’s made. She loves getting ready to go, has her hair done each week and loves the dancing. She’s made lots of new friends and has started seeing her old friends because her confidence has grown. It’s been a godsend. I have my mum back.”

Through Employee Volunteering we work with over 4,500 corporate volunteers who provide mentoring and reading support to young people and help charities and older people.

Disabled People

Having a physical or learning disability shouldn’t stop anyone volunteering. Our volunteers support and mentor disabled people to live independently, increase their social and employment skills, gain confidence and improve their quality of life. We also help disabled people to actively volunteer and contribute to their local communities. Our gardening programme offers young people the chance to maintain the gardens of older and disabled residents.

90% of disabled people feel happier, more confident and have gained new skills from volunteering

Richard, 25, a wheelchair user who has Cerebral Palsy, volunteers in Barnet; he said: “Through volunteering I feel like my input matters and I have a voice. I’m with people who see me as a person not just my chair. I’ve made new friends and I’m more confident.”

Lisa, 33, who has learning difficulties is supported by CSV in Norfolk; she said: “I struggled to find a job because of my disability and I didn’t have the skills so I used to just sit at home all day bored. Now I’ve learnt how to be a barista and I’m confident in my ability. I’ve even got a part time paid job in a coffee shop, I can’t believe it.”

Young People

Our full/part-time volunteers help older and disabled people to live independent lives; promote health messages to their peers; design and run their own community projects and preserve historic buildings. Through our European work volunteers get to meet peers, learn about new cultures and understand the role of the European Union. They make a huge difference in their communities and gain future employability and life skills.

1600+ young volunteers helping 1400+ people across the UK

Louise, 22, from Cheshire is a full-time volunteer; she said: “I provide respite to carers with family members who have physical and mental health issues. My volunteering has a massive impact on family life. One man with learning difficulties never used to talk or leave the house. I’ve supported him and he’s grown in confidence and independence and has secured a part-time job. Volunteering is so rewarding and I’ve gained valuable work experience.”

Families

We put volunteers at the heart of family life. They tackle the neglect and harm of children, help mothers vulnerable to exploitation and domestic abuse; mentor young people leaving care; befriend children with challenging behaviour; support families with children with life-limiting illnesses and create outdoor play opportunities for cognitive development.

84% of neglected children came off their child in need plans

Ross, 25, from North Lanarkshire Befriending Project in Scotland; said: “It’s so rewarding seeing the difference I make. The children come from families with lots of problems, many have been in trouble with the police, skip school or have poor behaviour. I grew up in this area, they see me as a role model and friend they can talk to. It’s about setting small goals in their life and giving them the confidence to know they can achieve them.”

Apprentice Patryk, 20, works at our social enterprise ‘Red Route Café’ in Hackney. “Learning this way has been invaluable to my future career. I’ve learnt key business skills and that I need to be on time and work hard.”

Our Action Earth campaign in Scotland, supported by Scottish Natural Heritage, provides grants for environmental projects in disadvantaged communities. Over 5000 volunteers have been involved this year.

Randa, 26, volunteers with Greenwich Volunteers Supporting Families Project; she said: “I’m a mum and I was paired with a teenage mum who was really struggling to manage her family. She had huge debts, didn’t know what to feed her son to help him grow and develop, set bedtime or keep her bedsit clean. I’ve helped her establish a routine; she has money for the first time, her son’s eating fruit and he’s started to reach his development milestones.”

92% Learners gained qualifications

“Red Route Café” in Hackney.
We want to thank everyone who supports CSV.

Whether you’re a Volunteer, Patron, Trustee, Member, Donor or Fundraiser we can’t thank you enough – because without you none of this would be possible.

Thank you.

+ Lord Levy (President)
+ John Pulford MBE (Vice President)

Trustees
+ Sir Jon Shortridge (Chair)
+ Rolande Anderson
+ John Bullough
+ Dr Alison Elliot OBE
+ Douglas Hill
+ Jamie Morgan
+ Matthew Nicholas
+ David Wilkinson
+ Our Scottish Advisory Board

www.csv.org.uk