

ANNUAL REVIEW

2024

Our Mission

The Guernsey Voluntary Service is committed to making a difference to the health and wellbeing of Islanders into old age.

Our Aims

- To bring people together and build social connection, late into life.
- To alleviate feelings of isolation and loneliness in old age.
- To encourage volunteers to enable GVS to provide our services.
- To provide services which on a day to day basis will improve the wellbeing, physical and mental health of GVS clients, which helps them to lead more independent and active lives with concomitant benefits.
- To provide respite for carers, families and friends of GVS clients from the daily routine. They have peace of mind that their loved ones are in safe hands rather than being isolated at home alone.

Who Are We?

GVS is a Company Limited by Guarantee with 8 Directors (who are all volunteers), 14 part-time staff (6.5 FTE) and currently 546 volunteers (of whom 80% are over 60 and 53% are over 70). GVS is an independent Guernsey charity with all funds raised and spent locally.

In 2011, GVS was the winner of the first Guernsey Community Foundation Charity of the Year Award and in 2020 was awarded the Queen's Award for Voluntary Service.

Our Core Services

- Jubilee & Russels Social Clubs
- Meals on Wheels
- Assisted Bathing
- Blood Donor Calling

Improving the well-being, both physical and mental, of older members of the community, to enable them to lead more independent and active lives and to provide respite for their families, friends, and carers.

Guernsey has an ageing population that is living longer with ever increasing complex health conditions and disabilities, both mental and physical. According to the States of Guernsey Annual Guernsey Population Projection Bulletin, published in December 2021, the number of people aged 85 or over is likely to double by 2045 and may treble by 2085.

Care home provision is limited and expensive and, although the States of Guernsey has indicated its intention to provide more care at home for older people through its Supported Living and Ageing Well Strategy (SLAWS), this is competing with a wide range of other priorities within the States of Guernsey

Government Work Plan 2021-2025. The services provided by GVS are helping the States of Guernsey to deliver its care at home strategy.

The average age of GVS clients is now approaching 80 plus and, increasingly, support in its Social Clubs is being provided for people with mild dementia and mobility issues.

Our Manager



We in the GVS are experiencing an increasing demand for our services, which means we rely even more on our volunteers to meet these demands. This is my opportunity to publicly thank all our 546

Volunteers.

Our MOW and Social Clubs on average require 38 volunteers a day to keep them running. Then we have a number of organisations that come in and entertain our clients, at both of our Jubilee and Russels Social Clubs, (JSC, RSC) and the majority of these are free of charge.

Our Bathing Service at our RSC is in great demand, and we are always on the lookout for more volunteers to assist with the bathing.

Our dedicated team of Blood Donor Callers who are supporting the PEH every Monday, Wednesday, and Friday to make the numerous calls to fill the needs of the Pathology Department.

Let me not forget the large teams of volunteers who help on our refreshment tent at the Charities Fair at Government House, brewing up endless cups of tea and coffee and serving up numerous slices of cake made by, once again, our wonderful volunteers. Also, the volunteers at our West Show Rest Tent, and Flag Days. You may have noticed that our flag days are now held over several weekends, from June through to November. This has spread the load of volunteers needed on any one day, with each venue having their own Team Leader. It has also enabled us to use our SumUp machines to take card payments, as more people do not carry cash around with them.

Team GVS who organise our fundraising activities. Many thanks to all who support these events either

by attending, donating raffle prizes, or preparing and serving the food.

Along with our merry band of regular GVS volunteers we are also supported by corporate companies who are undertaking their Corporate Social Responsibility (CSR). Throughout the year we have several CSR volunteers stepping up to provide additional support for our Social Club volunteers.

2024 saw us celebrating our 75th anniversary and this year, thankfully it was not disrupted by COVID. We held an Afternoon Tea earlier in the year and finished the year off with an Anniversary Ball.

Last but not least, a thank you to our members of staff. We can no longer expect our volunteers to give up 20 plus hours a week to keep our services running as in the past. Amazingly Sandra Collins our fantastic administrator will have been with the GVS for 30 years this October. Sandra has seen many changes over the years within the organisation and is such a font of knowledge that I would be lost without her.

Sadly, we said goodbye to Julie Matthews who was at the RSC for 7 years and Denise Cohu, our Russels Manager also retired in March 2025. Under Denise's leadership over the last 9 years, we have seen many changes and challenges, including the new hairdressing salon and the bathing service. I know they are both missed by all at the Russels.

There have been more staff changes in 2025 which I will touch on in next year's Annual Review.

So, you can see why we need you, all 546 wonderful volunteers.

Our Volunteering Needs

GVS currently has 546 registered volunteers. Without volunteers there would be no services. During 2023 a director was specifically recruited to promote both volunteering and the services GVS provides. The recruitment of new volunteers is a major challenge for GVS. Up to 40 volunteers every day are needed to run the services provided. These are the only services of this type being

provided in Guernsey outside of specialist care. On average we recruit approx. 40 volunteers a year. Unfortunately, due to the age of a lot of our volunteers, they are unable to do as much as they used to.

Our Finances

GVS has been very fortunate again in 2024 to have received generous funding from a number of grant giving bodies. In particular thanks must go to the Guernsey Community Foundation, Lloyds Bank Foundation for the Channel Islands and the Guernsey Social Investment Fund who between them have committed to multiple year funding towards GVSs annual salary costs. The funding from the Guernsey Community Foundation and Lloyds Bank Foundation for the Channel Islands finished in 2023, and the Guernsey Social Investment Fund in 2024.

GVS continued to receive grants from the Committee for Employment & Social Security and the Committee for Health & Social Care, towards various GVS costs. GVS has also received generous funding towards some of its other costs from the Masonic Foundation, The

John Ramplin Trust, The Pargiter Trust and an anonymous benefactor.

GVS has been the recipient of very generous gifts, funding, and benefits from many individuals and local businesses who, year in and year out, support GVS and enhance the benefits and services GVS can provide to its clients, all of which are greatly appreciated.

GVS has an annual funding gap of approximately £200,000 between its operational costs and services income. As a charitable organisation GVSs charges are set based on an affordable level for the clients who use its services, and do not represent a proper commercial return. The annual funding gap must be funded by a combination of public donations, fundraising events, bequests and awards from grant giving bodies and the States of Guernsey. It is an ongoing challenge.

Meals on Wheels

Delivering meals to those who need our service. Our volunteers not only deliver a meal but are at times the only person our clients may see all day. So many family members are busy with their own lives and find it difficult to look after elderly relatives at the same time. We can report back to the families or guardians if we have any concerns regarding their relative, or if they have gone missing. In some cases, our volunteers have needed to contact the emergency services.

How many meals delivered:

2023: 25,560

2024: 28,034

Number of individuals supported:

2023: 290

2024: 321

Through the support of corporate sponsorship, we were able to provide treats for our clients at Christmas.



Just wonderful to have this wonderful service - where would we be without it. Thankyou to all the wonderful people, our lifeline.

Knowing I'll be having three hot meals per week and not having to rely on friends or family who have busy lives, it makes me feel more independent.

I am disabled and unable to use my hands, so knowing we have 2 days meals coming is a great help to us and our family.



Jubilee & Russels Social Club

I can meet
with friends, before
Jubilee I was too shy to go out
and socialise and make
new friends.

Our Social Clubs are open to whoever needs a warm and friendly welcome, our only requirement from our clients is that they are mobile and able to feed themselves. We are not a locked environment, and clients are free to come and go but we ask that they spend the day with us.

We are here for them to make new friends and possibly meet old ones long forgotten, to share in a cup of tea or coffee before the morning's activities start with our Activity Organisers. The activities are many and varied and may even include musical entertainment, or they can sit and watch what is going on around them, safe in the knowledge that they are being cared for. They socialise over a 3 course lunch before once again being entertained by our Activity Organisers.

Attendance figures for both Jubilee and Russels

2023: 8,001

2024: 7,957

In 2024 218 individuals attended our social clubs

It means everything to me.



It's a fulfilling place to be.
I enjoy the interactions with
everyone and when feeling nervous
everyone reassures me and
puts my mind at rest



Assisted Bathing

We should not underestimate the value a simple bath can provide for someone who is unable to shower or bathe themselves at home. With the aid of our volunteer bathing assistants, we provided:

2023: 653 baths

2024: 819 baths

Assisting 36 individuals

Just had my bath. I feel like I'm on air, nothing is too much trouble. Nothing could be done to improve. Even the Office staff are great, I also get a mug of tea.

Use bathing service every week, staff are very helpful and friendly. Facilities are excellent. Very enjoyable.

I have a bath and use the hairdresser and find it very relaxing. I feel like a new person, very happy with the kind service.

Team GVS

Early in the year we had a lovely afternoon tea at Government House hosted by our Patron Louise Cripwell, now Lady Cripwell. An invitation was sent out to all our volunteers who had received their 30 years long service award. It was a joy to see so many of our volunteers reminiscing over the many years of service they have given and about thie time as a GVS volunteer.



We then ended the year with a spectacular ball in November raising a fabulous £11,000

Fundraising 2024

- Bridge afternoon February £684
- Bingo Night March £1158
- Charities Fete Gov House £1,583
- Flag Days £4,000
- Tree & Woodcraft Fair £1,000
- Quiz Night Oct. £950
- 75th GVS Anniversary Ball Nov £11,000

