

# VANEL

ANNUAL REPORT

## 2010 -11

# Voluntary Action North East Lincolnshire



**Advancing Local Voluntary Action**

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*" VANEL promotes, encourages and supports individuals, groups and organisations within the voluntary, community and wider third sector to enable them to meet the needs and aspirations of communities within North East Lincolnshire. "*



# Welcome

Welcome to the VANEL Annual Report for 2010 / 11

As part of our contribution to reducing our overall overhead costs we have produced our annual report ourselves this year. All staff members have contributed to it by sharing examples of their achievements over the past year together with some challenges they have faced and how they have overcome them together with our members. We have also included details of the work we do in partnership and how we represent the sector.

During the 2010/11 year we acted on feedback from members raised in the 2009/10 annual survey. Member organisations had asked us to focus on existing investments to ensure that all VANEL's services were adapting to the needs of groups and supporting them through financial uncertainties. The team has also been heavily involved in promoting the value of our services to new groups and those who were keen to benefit from our current services.

Our Trustee survey results revealed that they were keen to offer more support by being ambassadors for the organisation and this is being encouraged by their active participation in our events. Trustees also requested that our email communications were more focussed and newsletters more succinct and we have addressed this during the 2010/11 year. Finally, our Trustees wanted to raise our profile and engagement with local businesses and we are currently working on this request as part of our 2011/12 work programme.

If you would like to find out more about our work or be more involved with us and our activities please contact us - we look forward to hearing from you soon ...

*Paula Grant*

**Chief Officer**

**Voluntary Action North East Lincolnshire (VANEL)**



# Chair's Annual Report

During the 2010/11 financial year Voluntary Action North East Lincolnshire's (VANEL) work has focussed on funded project work to ensure that all its services were adapting to meet the needs of voluntary and community groups and supporting them through the continuing financial uncertainties. The team has also been heavily involved in promoting the value of our services to new groups and those who were keen to work with us to benefit from them.

The Trustees asked the VANEL team to focus the organisation's priorities for action on widening volunteering opportunities; more community group development support; increasing levels of fund raising; networking and influencing partnership agendas for the benefit of the voluntary and community sector with a view to achieving the 3 main aims we agreed and set out in our 2010/11 Business Plan namely:

- 1) To contribute to the creation of a first class, quality assured and accountable Voluntary and Community Sector within North East Lincolnshire
- 2) To support a strong and vibrant third sector comprising valued volunteers, development workers and a third sector hub for North East Lincolnshire
- 3) To positively contribute to effective local partnerships across all sectors and raise the identity and value of the Voluntary and Community Sector

Key membership services such as volunteer placement brokerage, payroll, Criminal Records Bureau checks, the monthly newsletter, small training and learning equipment hire, short training courses, organisational development worker support, funding advice, partnership representation, organisational health checks, IT technical support were developed further for our members.

To enable the services to be delivered for the benefit of our members and the wider sector the team had to negotiate and secure funding from a wider range of different sources to support its members' ongoing sustainability. These sources included: North East Lincolnshire Council, North East Lincolnshire Care Trust Plus, Fair Share, Humber Learning Consortium, Russell Commission, Children's Workforce Council; the Ministry of Justice; Humberside Probation Trust, the Big Lottery and the Department of Health.

In terms of our joint working this year we were particularly proud of the joint Volunteer Awards event with the Grimsby Telegraph and North East Lincolnshire Council; the Local Involvement Network's promotional events; our role in the launch of the Integrated Offender Management programme.

On behalf of the Board of Trustees I would like to thank all those members who served on our Executive Committee during the 2010/11 year. VANEL has clearly benefitted by sharing their skills, knowledge and experience with our staff, volunteers, other member organisations and partner agencies.

Finally, on behalf of the Board of Trustees I would also like to record my thanks to the team of staff and volunteers for their continued hard work, dedication and commitment to VANEL throughout another difficult year.

**Allen Young (Harbour Place), on behalf of the VANEL Board of Trustees**



# Volunteer Centre

## Successes and Achievements

During 2010, the Volunteer Centre has faced many challenges. The year began with the completion of the Local Area Agreement but we went full steam ahead to finish the Department of Work and Pensions contract for the remainder of the year. With 997 referrals from the Grimsby and Immingham Job Centres, we managed to place 200 volunteers with local organisations and 5 of these were given full time paid jobs from their volunteering efforts. The DWP contract completed early, at the end of December 2010, due to government funding cuts across the UK.

Despite the end of the LAA contract, the DWP meant that we maintained high levels of volunteers and saw 1046 new registrations at the Volunteer Centre during 2010. This was down 315 on 2009 but still up a massive 692 on the final 354 total figure for 2008.

The Volunteer Centre and Children & Young People's Services saw the continuation of the very successful Children's Christmas Party at St. James Hotel. We had more volunteers helping us than 2009 but Father Christmas and the Elves remained consistent and helped us to bring in a total of 215 people over a four hour opening period. This was slightly down on 2009 but still well worth it as we gave out many volunteer leaflets to parents and CYPs was well promoted throughout.

The Volunteer Centre is an information point for volunteers and a recruitment agency for local voluntary organisations. It also has information on a wide range of available volunteering opportunities.



2010 saw the beginning of what will, hopefully, continue to be a very successful partnership between the Grimsby Telegraph, North East Lincolnshire Council and the Volunteer Centre. After trialling a Volunteer Awards for the 25<sup>th</sup> Anniversary of Volunteer's Week in 2009, we approached the other two organisations in the hope that we could join together to form an even bigger and better event for this year. The amount of publicity we gained was phenomenal, with at least one new article and an entry form in the Telegraph every week for approximately three months. Over one hundred nominated volunteers came to the awards, by invitation, held at the Town Hall this January and the event proved to be an overall success.

## Challenges and Issues

Our challenges are still the continual high numbers of new volunteers, following them up and ensuring the organisations are happy with the referrals they receive. We understand that we receive a very similar amount of new volunteers to those of Leeds and Sheffield but have fewer staff. We have also endeavoured to receive as much feedback as possible to improve the service of the Volunteer Centre but this still remains a problem as very little is being reported to us from the organisations. New challenges continue to face the Volunteer Centre each year but we will adapt accordingly and do our utmost to provide the best volunteering service we can.

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# v involved

The project looked in it's final year to ensure all targets were achieved through a variety of new working systems, opening up more group activity in short term projects and in working with organisations to support their young people to set up and run with their own projects, thus up skilling the young people to apply for funds and know how to run and organise projects for themselves for the future. The programme was a challenging one from the start with the targeted figures, but a good team working and supporting us along the way ensured we succeeded in hitting the numbers required and have some young people continuing with new hobbies, interests and overcoming personal challenges along the way to help support their communities to move forward in the long term. We again entered the carnival parade and had a wonderful time doing this, no prizes this year but the event certainly raised interest in young people and volunteering and showed how keen young people were to lead on their own ideas and run with the theme they develop, a must acknowledge point for continuation work with this age group.

## Successes and Achievements

The project allowed us also to begin to look at working with Adult Education to run ASDAN Awards which are now ongoing, thus showing some constancy out of the programme. Work with certain schools was also successful and is continuing, especially with Havelock and also a major project set up with one college department for team building for the young students had a really successful outcome for both the students and the organisation they were paired up with, this resulted in a real life project including research for the students and a charcoal burner which was located in the woodlands to be used as a way of raising future funds towards sustainability.

We had a number of young people report back that their volunteering was the clinching point which got them their job or place in University, so not only had they learnt new skills, had a good time, made new friends, but it had allowed them to get onto the ladder towards their future careers.

## Challenges and Issues

Funding for the project ended on March 31<sup>st</sup> 2011 under the new Government Big Society programme, funds were transferred to the Summer Holiday Programme for the 16 year olds National Citizen Service, which we were able to get involved in late on and managed to be able to continue some of the good work started previously. Right up to the closure of the Vinspired project we were putting in bids to try to ensure continuation of the work with young people and under this remit managed to pull down money through PROGRESS funding training. One of the aspects we found during the three year project was the lack of accredited qualifications our volunteers were able to access and the lack of funding for it, food hygiene, sports leaders, general volunteering were all lacking and the PROGRESS fund allowed us to pull in some of this training and get our young people as well as adults the accredited qualifications they needed to help them move into at least casual paid work hours.

**vinvolved**north east lincolnshire



## vinvolved Youth Volunteering Programme

The v project is aimed at recruiting, training and supporting 16-25 year olds in volunteer placements. Working alongside the Volunteer Centre there is a wide range of opportunities available.

**vinvolved**north east lincolnshire



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# Payroll & Accounts

## **Payroll** (year ending 31/03/11)

We continued to provide our monthly payroll service for local charities and small not-for-profit groups. This year we catered for seventeen organisations, one more than the previous year, and continued to use Sage software to provide the regular monthly payslips and detailed analyses of deductions.

Staff at Voluntary Action increased to 28, with gross wages of just over £475,000 completed on the payroll system. Of the other groups covered by our service, there were 124 full time and part time employees; one group alone with 35 staff. The gross wage bill for all these groups was just under £1,000,000.

VANEL is set up as an official agent with H M Revenue and Customs, so year end returns were submitted on-line as usual. Updated software from Sage enabled successful submissions before the Inland Revenue year-end deadline.

Looking forward to the next payroll year, meetings were held with a view to include Direct Payments as part of the service. The Direct Payments scheme was implemented for individuals to become employers; allowing them to employ personal care assistants, to cater for a range of disabilities affecting themselves or other family members.

The payroll service takes the hassle of PAYE and pensions away from small charities and community organisations. The service can cater for single or multiple employees.

## **Accounts** (year ending 31/03/11)

### Unrestricted Fund

After the surpluses gained over several years there was a loss of £20,000 to report for this year. Income managed to exceed our original budget by just under £17,000, while expenditure was nearly £13,000 more than predicted. With income from management fees reduced by 50%, but the same level of expenses as the previous year, a loss of £25,000 was budgeted, so some small savings were made.

### Designated Funds

Two new funds were created for the Volunteer Centre and the Third Sector Hub after their respective Restricted Funding ended in March 2010. The Volunteer Centre generated extra income, mainly through Volunteering England, during the year, to establish a healthy balance at the year end. The Third Sector Hub had £20,000 less income than budgeted, but had started the year with substantial funds earned during the previous year. It should be able to sustain a workable balance during the coming year.

### Restricted Funds

During the financial year sixteen projects were managed, funded by grants of £845,000. One new fund, Humber Innovation Partnership, operated during the year while several ended in March 2011, including V Involved, Grassroots and Inspiring Communities. Various funding bids are being pursued to replace the projects that have closed and to generate further income during the next financial year.

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# Small Grants and Equipment

## Successes and Achievements

Grassroots Grants was a small grants programme funded by the Office for the Civil Society, managed by the Community Development Foundation and delivered locally by VANEL. Begun in August 2008, it ran until March 2011, providing grants of between £250 and £5,000 to smaller organisations with under £30,000 income per annum. With approximately £80,000 per annum to be distributed the programme was incredibly popular, with each quarterly application round being greatly over subscribed. Over the programme's lifetime we have provided 92 organisations (116 awards) with funding totalling £252,000 – at an average of £2,175.94 per organisation. This programme allowed small grassroots organisations like neighbourhood groups, local forums, sports and arts groups, elderly social groups, scout groups, social history groups and many more to provide a range of activities including debt counselling, training courses, first aid kits and equipment for sports activities, neighbourhood security, community newsletters, one off events and festivals and much more.

Fair Share Youth Fund Grants are available to young people living in either East Marsh or West Marsh to enable them to access activities they would not normally be able to, due either to cost or location. There were 38 applications worth £14,674.94 funded to April 2011 (average grant of £386.18). The grants have made a considerable impact not just for those taking part but for their friends and communities, with several applying for additional funding to run further projects.

The Common Treasury is a range of much need equipment that community groups can borrow. This can be any thing from a flip chart to a laptop. All of the equipment is hosted within the community at other community organisations. VANEL accessed three rounds of funding between early 2008 and July 2010 to establish this project. This provided £37,500 of capital equipment for loan to community and voluntary groups. The equipment continues to be available for use with in addition to the host organisations 249 groups accessing equipment in the year to July 2010.

## Challenges and Issues

The challenge is to support these smaller community groups to identify and access the smaller pots of funding available. The key findings of the Grassroots Grants programme showed that this type of small grants fund was and is still needed by small community groups who do not have access to other funds. The findings showed that the fund did exactly what it was intended to do: 1) Mostly small groups with very small incomes accessed the funding, 2) Most groups had no other funding sources other than local donations and fund raising, 3) Most groups were volunteer led with very few having any paid staff (full or part time), 4) Most groups were reasonably well established groups providing needed services and activities that may not have continued otherwise.

With the Fair Share Youth Funding shortly coming to an end and the Grassroots Grants programme complete, the main issue is the clear message that particularly in the current economic climate there is still a great need for these types of small grants for the smaller community groups working at the lowest grassroots level within our communities.

During the year VANEL has administered a number of funding schemes. In addition, we continue to oversee Common Treasury equipment hosted at various community organisations across North East Lincolnshire

This year we looked after:

Grassroots Grants  
FairShare Youth Grants  
Common Treasury

[www.vanel.org.uk/treasury](http://www.vanel.org.uk/treasury)

grassroots  
grants

Managed by the Community Development Foundation  
Supported by HM Government's Office for Civil Society

fair  
share

Lottery money where it's needed most

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# Criminal Records Bureau Service

The Criminal Records Bureau (CRB) has been established for eight years at Voluntary Action North East Lincolnshire and it continues to be a valuable service to the voluntary and community sector and for some private sector organisations.

## Successes and Achievements

We currently have 153 organisations registered for the CRB service and the majority of these groups are voluntary and community sector organisations.

To date we have processed over 2617 CRB checks, we have seen the number of registered organisations increase greatly over time and anticipate that this will continue as we see the expansion of the criteria which deems the enhanced CRB check necessary.

We are represented on the Local Safeguarding Children Board (LSCB) by our Chief Officer and also on the LSCB's training sub group by one of our CRB countersignatories. We offer Safeguarding Children Training and promote safe working with children, young people and vulnerable adults with all of our members

## Challenges and Issues

The CRB project within VANEL has had some staffing changes in the last year and there are now four authorised signatories working on this project. An appointment system has been developed in order to simplify the workload and CRB checks are now available on a Monday afternoon, all day on Thursdays and Friday mornings by prior appointment only, it is also possible to visit organisations premises if they require a large number of CRB checks to be completed.

If you would like to make checks on staff who are working with children, young people or with vulnerable adults, the CRB Service can help you with this. The service is open to any organisation within North East Lincolnshire whether they are in the voluntary or community sector or private sector and also whether recruiting volunteers or paid staff.

VANEL is a CRB registered umbrella body that can process CRB checks for organisations in order that they can check important information and make informed decisions about the suitability of potential employees and volunteers for recruitment purposes.



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# Compact

The year started with a change of government and a re-endorsement of the Compact principles and need for a national Compact, and changes continued throughout the year affecting national Compact focused organisations and reviews of the Compact documentation. "Big Society" appeared and the need for a local Compact remained clear.

In North East Lincolnshire, continued support from North East Lincolnshire Council kept the momentum going, on strengthening, developing and promoting our local Compact. The Compact is a partnership document and this partnership continued through the Compact Steering Group and the network of Compact Champions with meetings throughout the year.

## Successes and Achievements

Nick Triplow continued to lead on the Compact locally, Compact newsletters were published quarterly and news related to the Compact continued to be published via the VANEL managed Compact website.

The Humber Improvement Programme (HIP) included a focus on the Compact and the Compact network worked with the HIP programme during the year attending a number of meetings.

A Compact Challenge event took place in July and a number of events during Compact week in November.

VANEL continued to deliver free Public Law briefings and to provide expertise in this field to support the work of the Compact. An experiment later in the year with an online collaboration tool started to explore new ways of empowering the local network of Compact Champions.

A new "Code of Conduct for Meetings" was drawn up during the year and provides a new code of conduct alongside the established Compact Code documents. New marketing materials were also produced this year to help keep the promotion of the Compact fresh.

## Challenges and Issues

The local Compact still needs to increase its reach and impact and to raise the general awareness of the Compact. Resources to do this are limited and currently reliant on year by year funding. Work needs to continue longer term on the Compact Champions Network if the good momentum from this year is to be maintained.

For further information about the Compact, visit the website.

North East Lincolnshire's Compact is an agreement between public sector and third sector organisations. It sets out principles and undertakings for the improvement of working relationships between individuals, groups and organisations across the sectors.

Learn more about the Compact and current work supporting and promoting it on the Compact website.

[www.vanel.org.uk/compact](http://www.vanel.org.uk/compact)



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# Local Involvement Network

2010 -2011 was a very busy year for the LINK. We had a membership of 576 with 18 Governing Body members led by our Chair, Ray Oxby. Joint working is a high priority for LINK. We formed the 'LINK LIAISON' Group meeting up quarterly with the North Lincolnshire LINK 'WHO CARES', and staff meet up with Hull and East Riding LINKs on a regular basis to work more closely and share good practice for the better of our community.

We also have LINK representatives on Northern Lincolnshire and Goole Hospitals Foundation Trust Board of Governors, Falls group, Hospital Discharge group, IQ group and Nutrition group; the North East Lincolnshire Care Trust Plus Board; the Multi-Agency Transport Group; the Regional Patient Safety Subcommittee; the Meridian Health Steering Group; the Cancer Collaboratives; CQC Advisory Group and most recently, the steering group of NAViGO.

We did a lot of work on Hospital Discharge and after producing our report, we were invited to sit on the Board rewriting the policies that governed this issue.

We recognised that close to many of our members' hearts were issues around Privacy and Dignity, particularly in the care setting. We have since visited over 20 care homes raising awareness and checking and improving standards. This work has been praised by the Care Quality Commission, with whom we have also been working with and we have a seat on the CQC's LINKs Advisory Group. We are also working closely with Accord on the 'Dying Matters' agenda.

Our most recent workstream is around Patient Safety and not only do we have a representative sitting on the Regional Patient Safety Subcommittee but the Chair of the Subcommittee has also spoken at one of our public meetings. As a direct result of this workstream, we now have a seat on the IQ group at the local Hospital.

## Our Successes and Achievements

- We've been recognised nationally by the Department of Health, Cambridge University/CVS and National Children's Bureau for our client-led work with Young People on encouraging their views on health and social care services, raising awareness of young people having their values and rights respected.
- We successfully challenged the providers of social care equipment to review their intended changes of charging £100 for single items as this had not been consulted with the public.
- We applied for pathfinder HealthWatch status by the Department of Health working with the Local Authority, and were awarded this in August 2011.

## Challenges and Issues

Our challenges this year have been to retain commitment and enthusiasm from our LINK members following the announcement that LINKs are to be abolished, and HealthWatch will be commissioned from October 2012, along with a cut in our budget for 2011-2012.

LINK is an independent service set up to involve local people, groups and organisations to enable them to have the opportunity to have their say about how health and social care services are planned, run and improved.

[www.nellink.org.uk](http://www.nellink.org.uk)



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# Development Hub

After the successful conclusion of the Yorkshire Forward funded project that created the Third Sector Hub, the Hub was renamed the Development Hub and continued to deliver many of the original support services in a sustainable manner (without the benefit of the previous funding).

## Successes and Achievements

The Development Hub has continued to deliver services in a sustainable manner by earning income from the delivery of a range of funded projects both large and small throughout the year.

The Hub continued to focus on a number of key support areas for groups – including trusteeship and governance (via the Trustee Network), public law (briefings) and support with capital assets management.

In addition, a new range of support initiatives focusing on IT, technology and websites were introduced to support groups under the IT Supporters Network name. This included a range of IT networking meetings, free briefings and training courses. The Hub also continued over this period to support the Fundraising Plus project with its events.

The Hub managed the final stages of the Grassroots Grants scheme, built and supported a number of websites for projects both external and internal, provided a range of internal and external IT support schemes and whilst continuing to manage the Common Treasury scheme we rented laptops and other equipment to a number of local groups.

The Hub also worked very closely with a small number of groups under the Think Lincs scheme to tackle specific developmental issues.

The Hub also managed and delivered the Community Learning Champions scheme during this period. This established and supported a network of new, local Learning Champions within the community.

Overall, this year the Hub managed a wide range of projects and initiatives, training courses, briefings and networks, all of which have helped individuals groups and organisations to increase their skills, implement change and work towards increased sustainability.

## Challenges and Issues

Membership of some of the networks has dwindled during the year – particularly the Leadership Network. Without funding and resources to commit to this small network, it essentially stopped meeting, but there is the intention of restarting this at some time in the future when needs and funding permits.

There has been less in the way of a formal training programme this year as much of this had been funding driven previously. More in the way of Network based training has introduced instead.

This has been a successful year in what has been delivered via the Hub, but equally challenging to continue to deliver appropriate and useful services to our groups whilst seeking funding from a variety of sources. We believe the Hub continues to be sustainable into our coming year.

The Development Hub is the new name for the Third Sector Hub (which was originally a funded project). The Hub delivers training, provides project management and project delivery, provides support, networks and other innovative initiatives to help support groups and organisations to tackle developmental change.

Review Hub activities through the range of websites that it provides.

[www.vanelhub.org.uk](http://www.vanelhub.org.uk)

[www.thrivetrustees.org.uk](http://www.thrivetrustees.org.uk)



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# Fundraising Plus

## General activity and work during the year

The Fundraising Plus project has continued to engage with a wide range of voluntary and community groups across North East Lincolnshire. The main thrust of the work has been around accessing funding, but there has been an increase in demand from groups requiring support with developing a constitution or other legal structure.

A Funding Fair was held at Immingham Resource Centre in October 2010 with representatives from The Big Lottery giving a presentation on the Reaching Communities fund. The Funding Fair was well attended and over 20 organisations listened to the presentation.

The Fundraising Plus project has continued to deliver training, with the Effective Grants Applications course being popular.

## Successes and Achievements

The project has directly or indirectly supported over 25 groups to obtain in excess of £180,000 between April 2010 and March 2011. Funds have been awarded by LEADER, Wren, Awards for All, LloydsTSB Foundation, Grassroots Grants and Ward Councillors funding. A particular achievement was 3<sup>rd</sup> Cleethorpes Scouts who were awarded £35,603 from Wren to refurbish the entrance hall and toilet facilities of their building on Cooper Road.

## Challenges and Issues

As the project approaches its' final year the main challenges are around looking at ways to continue providing funding and organisational support to Voluntary and Community groups beyond the lifetime of the project.

Although a couple of well-known Voluntary and Community groups have fallen by the wayside during the last 12 months, there are still a healthy number of enquiries from individuals wanting to respond to the Government's Big Society agenda and form new groups. These are groups that may eventually become Social Enterprises but still need guidance and support in the early stages to enable them to determine the appropriate structure.

The Fundraising Plus project is aimed at charities and voluntary and community groups with an income of less than £10000. The aim is to increase sustainability through an organisational health check, provide development support, training and signposting to funding organisations.

Fundraising Plus is funded by the Big Lottery Fund under its BASIS programme and VANEL is the partner organisation in North East Lincolnshire.

Info: [fundraisingplus.net](http://fundraisingplus.net)



LOTTERY FUNDED



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# Rural Partnerships Plus

## General Activity and Work

The project has two side by side objectives: firstly to support rural groups to be sustainable and thrive in order that their communities also develop and groups are able to support themselves; and secondly to give these same groups a voice. These two are, of course, closely linked, the issues which are closest to hearts of the groups are those which are enabling (or preventing) them and their communities to thrive. And, for the most part, the community and voluntary groups in the rural areas are small, with little or no outside funding and run by very busy volunteers.

The second year of this three year Big Lottery funded project has seen some changes, sadly Shirley Roberts left as Administrator in September but was fortunately replaced by Jodie Day a couple of months later.

Over the year the project was in contact with 160 groups, of which 56 were from North East Lincolnshire.

Through surveys (quick ones using postcards or online with Survey Monkey) the rural groups have been asked about their priorities and this identified: the provision of accessible services; transport; economic development for their communities; and keeping their organisations going, by way of involving their community and funding for their organisations.

## Successes and Achievements

With this in mind, Rural Partnerships Plus has worked closely with Fundraising Plus to organise two well attended Funding Fairs aimed at rural groups, in Waltham in June 2010 and Immingham in October 2010.

To enable local groups to have an overview of a national picture local groups were invited to a event to look at the Localism Bill In March, which was organised in conjunction with the Yorkshire and Humber Rural Network. The event was very well attended and the ideas expressed were fed into the national consultation on the Localism Bill.

Three "Community Directories" have been completed covering Wolds, Waltham and Immingham wards with information about local community venues and groups.

## Challenges and Issues

Finally one of the Rural Partnerships project objectives is to establish a "sub regional network" of rural groups to bring groups together, share experiences and support each other. This has been a challenge, because of the distances involved, the voluntary nature of most of the groups and the changing political landscape. The only realistic option has been to make it a virtual network working by email, post and through a Facebook page (called Humber Rural Network) launched in March 2011.

As the funding for the project ends in June 2012, plans are now being developed for the final year of the project, (which we hope will include a final conference to bring groups together) and beyond.

The Rural Partnerships Plus project works with community and voluntary groups in rural areas to represent their views needs and priorities and support by developing their skills and capacity to run and develop.



**LOTTERY FUNDED**

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# Victims Champion

## General Activity during the Year

In 2009 the Labour government deployed the services of a Victims Champion to assess the services to victims not only of crime but extended to victims of Anti-social behaviour and Hate crimes, following the tragic deaths in Leicestershire of Fiona Pilkington and her daughter. North East Lincolnshire represents a population estimated at 163,900 and is considered to be ranked 49 out of 354 Local Authority areas according to the Index of Multiple Deprivation scores. As such it was one of the areas selected and the post of Anti-Social Behaviour Victims Champion hosted by VANEL (Voluntary Action North East Lincolnshire) was commenced on 01 April 2010.

The programmes purpose and key activities were to;

- Help more victims of anti-social behaviour.
- Make sure that those that needed the most help get it.
- Promote the service across the area.
- Add to what is already in place adding value.

In order to meet these activities process have been developed to identify those most vulnerable in terms of suffering as a result of anti-social behaviour and the introduction of multi – agency partnership working processes including Multi Agency Service Agreement Conference meetings (MASAC) and Multi Agency Victim Focus Panel meetings (MAVFP) to improve and support victim care in this specific area.

The ASB Victims champion also represents the views of victims on the following steering groups: 1. Hate Crime, 2. Integrated Offender Management Operation Group, 3. Safer and Stronger Communities Working Group.

The Humberside Police data provided from 01 April 2010 to 31 March 2011 shows that there were 645 calls for police services from victims reporting suffering 4 or more incidents of anti-social behaviour within 'A' Division covering North East Lincolnshire.

## Successes and achievements

During this period 115 referrals including the top 72 repeat victims making four or more calls for service from the police were dealt with through the support and intervention ASB Victims Champion. The following are comments supporting this work:

*Residents who had been subjected to ongoing noise and abuse from a particular family commented, "The efforts of the Victims Champion have contributed to making at least a few (if not all) the resident's lives a whole lot better."*

*A single Sri Lankan parent and teenage daughter, "We have suffered for four years from racial incidents and crime it is so good to have some one who will listen to us, within weeks things improved for us. I do not feel so stressed now."*

## Challenges and issues

The ASB/Hate Crime Victims Champion is in the process of setting up Victim Focus Groups across North East Lincolnshire in order to give the victims a voice in terms of examining the quality and gaps in services provided to victims suffering these specific incidents.

The Victims Champion is here to support and help victims suffering anti-social behaviour, of any kind, including; noise and nuisance behaviour, neighbour disputes, animal and vehicle related nuisance and intimidation and harassment.

Martin George is the Victims Champion. You can contact him as below:

## Contact:

Martin George  
The Elms  
Abbey Road  
Grimsby

[martin.george@nelincs.gov.uk](mailto:martin.george@nelincs.gov.uk)

01472 325954

This page: [vanel.org.uk/s/vcch](http://vanel.org.uk/s/vcch)



# Development Workers' Network

The Development Workers Network has maintained its momentum and will be starting a programme of training events for workers who are members in 2012.

The Network aims to share skills and methods of working between development workers from as wide a range of organisations as possible. The Network offers support, knowledge and contacts to enhance partnerships. The Network also updated the Community Development Standards, giving a baseline of good practice and devise appropriate training. It continues to exert its influence on issues around community engagement through attendance at the Neighbourhood Management Board, a sub-group of the Local Strategic Partnership.

Partnership working on the Neighbourhood Management Board has proven insightful and participation in the auditing process enabled issues to be articulated and examined closely. The Winter Planning Campaign has also been a model of partnership working and should severe weather hit the area again, the partners involved feel ready to attend to those in need.

## Successes and Achievements

Volunteers and Coordinators are steadily coming forward through engagement with the Forum of Forums, Parish Councils, Neighbourhood Watches and Neighbourhood Forwards for the Winter Planning Campaign. These volunteers will offer support to the vulnerable and elderly during severe weather. Look North and local media have offered to support the campaign and a successful launch was held at Grimsby Minster, hosted by Penny Burton, LINK and the Mayoress of Great Grimsby.

The Neighbourhood Management Board has taken into account the pressing need for underpinning values and principles for Neighbourhood and Community Development in North East Lincolnshire. These principles, adapted from the National Occupational Standards for Community Development Workers and Scottish Development Workers good practise, have been incorporated into the new strategy for "Neighbourhood Development." Parents from Welholme School were successful in organising a fayre and raising £900 for children's activities. I will be working with Jenny Hodson (VANEL) and the parents to investigate the process of developing a youth centre in the centre of the ward.

## Challenges and Issues

Overall, over the coming year, the Development Workers Network needs to look towards greater engagement to increase the overall membership and hence its effectiveness.

The Development Workers Network aims to share skills and methods of working between development workers from a wider range of organisations as possible. The Network offers support, knowledge and contacts to enhance partnerships. The Network also aims to update the Community Development Standards, giving a baseline of good practice and devise appropriate training. It continues to exert its influence on issues around community engagement through attendance at the Neighbourhood Management Board, a sub-group of the Local Strategic Partnership.

## Contact:

Alison Hobbs  
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01472 231123

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# Safer & Stronger Communities Working Group

## Successes and Achievements

The priorities for action on this work programme were agreed with members as being: tackling anti-social behaviour, our major contribution being via the role of the Victims' Champion; ongoing links with the criminal justice system which were achieved and consolidated via the monthly organised dialogue programme; tackling alcohol misuse by young people having influenced this to be part of the NELSP's community based budgeting work; improving community engagement in neighbourhood working by pro-active involvement in the neighbourhood management programme and leading on the community engagement work; creating stronger communities by continuing to lead on the Stronger Communities Action Plan on behalf of the Safer & Stronger Communities Board (SSCB).

One of the major achievements this year was the development and production of 15 Ward level community directories. These were prepared with our member organisations initially for the benefit of neighbourhood working. However, other partners soon identified the added value of these resources which are hosted on VANEL's website but easily accessible by all voluntary and community groups.

Another major development linked to the work of this group is the establishment of stronger links with Humberside Probation Service via briefing sessions and creating volunteering opportunities for people on probation. This has helped our groups with their contributions to the community pay-back scheme and enhanced the sector's role in helping to reduce re-offending.

Our programme of guest speakers and visits to partner organisations has also proved very valuable for our members.

## Challenges and Issues

The work to tackle Anti-Social Behaviour (ASB) remains a priority for our members and when we learned that the funding for the ASB Victim's Champion was to end, we applied directly to the Ministry of Justice for continued support to develop Victim's Panels. We are pleased to report that this bid was successful so the work can continue for a further 2 years.

Representation on the Road Safety Forum was not one of our priorities for action so when we were approached for a person to represent the sector we had to decline. Fortunately, our members who also attend the Forum of Forums were able to identify a representative and this person now raises issues on behalf of the sector and reports to/from our group and the Forum.

The Joint Strategic Intelligence Assessment priorities for action agreed by the SSCB this year included themes which we did not think we could directly contribute to at first. However, as the year progressed our groups, as part of their routine operational work were increasingly involved in the work on tackling alcohol related crime; ASB and domestic violence.

With no direct project funding to pay for staff time, room hire and other associated costs this year we are pleased to report that the Trustees agreed we could continue to support the work of this group from our previous year's operating surpluses. However, the challenge remains to identify and/or raise funding to continue this work next year.

The Safer & Stronger Communities Working Group is one of the four thematic groups supported by VANEL.



## Contact:

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# Children & Young Peoples Services Forum

## Children and Young People's Services Forum

There was a change of staff during the year with Sheila Baldock undertaking the Children and Young People's Services Forum (CYPSF) Advisor role. The forum continues to provide its members with:

- Monthly meetings with Invitations, minutes and all information sent out via email to all forum members, as well as keeping organisations abreast of current developments regarding children, young people's services. All information also provided on the forum website <http://vanel.org.uk/cyps>
- Feedback to and from the NEL Children's Trust Board. Consultation with members is used to inform our contributions to the Children's Trust Board.
- A database which is a working directory of local voluntary and community organisations with an interest in children and young people is constantly being updated.
- The forum acts as a development group for joint work such as funding opportunities, commissioning opportunities and consultations. As a direct result the forum members have been able to inform and support the Children's Trust needs assessment and service mapping.

The Children & Young Peoples Services Forum is one of the four thematic groups supported by VANEL.

For any issues regarding children, young people and family services contact us as below or visit the website:

[www.vanel.org.uk/cyps](http://www.vanel.org.uk/cyps)

## Children's Workforce Development (CWD) Programme

This programme continued to support and improve the development of people working with children and young people in the voluntary and community sector by:

- Raising the level of professional standards within the children's workforce at a local level
- Providing information and updates to organisations to ensure they are accessing the opportunities and training on offer.
- Providing events and briefings to raise awareness in the voluntary and community sector of the Children's Workforce Strategy and how to build capacity within the sector in readiness for the commissioning agenda
- The e-learning package on safeguarding introduced last year continued to be rolled out to more people.

Whilst the initial funded programme finished in March 2010, we have via North East Lincolnshire Council (NELC) Children's Workforce Development Manager accessed a further years funding from CWD Council to continue this work from January to December 2011.

## Local Safeguarding Children's Board (LSCB)

At the request of the LSCB, a VANEL representative attends the LSCB meetings to provide information and advice regarding voluntary and community sector organisations relating to their staff/volunteer numbers, policies, training, qualifications, CRB checks and other related matters.

### Contact:

Sheila Baldock  
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# Healthier Communities & Older Peoples Working Group

The Healthier Communities Working group meets monthly and is made up from members of non-statutory organisations mainly from the Voluntary and Community sector within North East Lincolnshire. They meet to discuss local issues and raise any concerns identified relating to health and older people.

The meetings offer an opportunity for networking and signposting and are open for anyone to join. Work streams are identified and prioritised by the group for work to be actioned and monitored.

The Healthier Communities and Older Peoples Working Group is one of four thematic groups supported by VANEL. The group focuses on issues related to health and the older peoples community.

## Successes and Achievements

Successes for 2010-2011 include successfully joint working with North East Lincolnshire Local Involvement Network to establish a Scrutiny review of Community Service Equipment. The group also started work on its Winter Planning campaign "Be prepared for winter, stock up and stay in" in light of the unexpected snow which caused the County to grind to a halt for a week and left a lot of elderly people vulnerable.

## Challenges and Issues

Current challenges for the Healthier Communities group include the changing climate of the NHS nationally and locally. The introduction of a Health and Well-Being Board means that currently there is no strategic route for information to be shared; however this is currently being addressed.

## Mind Works

The Mind Works project started in 2009/10 and offered support to an original 14 clients. The project evolved from securing volunteer placements for individuals with mental health problems to those with serious mental health problems.

Securing interim and long term funding may prove difficult, but the Big Lottery has shown an interest in the manner in which the project has been developed and proved its track record.

Funding was secured for Mind Works from Awards for All for £8200. This has enabled the steering group to develop its membership, develop the discussion groups being held at the MIND Centre in Kent Street and develop closer links with the Independent Forum members. Publicity is being secured through local papers, Care Plus publications for minority groups and leaflets. Currently we have 4 volunteers on placement, 2 of which require more intensive support. Two more will be interviewed to help at the discussion groups.

## Contact:

Penny Burton  
[penny@vanel.org.uk](mailto:penny@vanel.org.uk)

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# Regeneration Working Group

The Regeneration Working Group continued to meet on an approximately monthly basis throughout the year. The primary remit continued to be Worklessness and employment related. Another key theme is regeneration and physical asset development, with the key members of the group involved with or leading on a number of local physical regeneration projects.

Other themes were related to job creation and the (then) upcoming DWP Work Programme. Additionally we continued to attempt to address environmental issues within the group, and look at other themes such as the Change Programme, Local Strategic Partnerships, the local Strategic Regeneration Plan and the role that the sector (including social enterprises) could hold.

The group Chair and Co-chair continue to represent the VolCom sector at LSP Regeneration Partnership Group meetings.

Information about and from the group is always on the blog and anyone interested in the economic and regeneration agenda is encouraged to get in touch.

## Successes and Achievements

The group met regularly and continued to focus on how members could actually action change. The economic remit of the group is huge and information sharing was considered an ineffective use of meeting time. Hence the group continues to be served by a dedicated website/blog where general information sharing occurs to keep members (and others) updated.

The Change Programme continues to be a key local driver on tackling Worklessness and the Regen group keeps a close eye on this agenda with the Co-chair also taking up a place on the Change Board towards at the end of the year.

## Challenges and Issues

Membership of the group continued to be low, although attendance from key members remained strong. The scale of the economic agenda means the group has little ability to affect the agenda although information sharing and awareness raising through the website and meetings is still effective. Members of the group are involved in some significant regeneration projects, but the meetings themselves add little to their development.

Small numbers of members means that the group is unable to address every issue - an example being that the environmental remit does not get sufficient attention.

The group is beginning to evolve to meeting as and when a key theme needs decision making, sector input or sector involvement. This has been shown to bring better group attendance and actually drive better change.

The Regeneration Working Group is one of four local thematic groups. The group focuses on economic issues, regeneration and themes around worklessness.

The group is chaired by Linda Dellow (Second Avenue Resource Centre) and Co-chaired by Karl Elliott (VANEL).

The group has a dedicated news blog at [www.vanel.org.uk/regen](http://www.vanel.org.uk/regen)



## Contact:

Karl Elliott  
[karl@vanel.org.uk](mailto:karl@vanel.org.uk)

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# Trustees & Members

## Affiliated Members

19th (Grimsby) St Hugh's Scout Group  
2nd Immingham (Trinity) Guide Unit  
3rd Cleethorpes Scout Group  
4th Cleethorpes (St Peter's) Scouts  
Age Concern (Cleethorpes)  
Age Concern (Grimsby)  
Artlandish Ltd  
Body Positive Lincs  
Carelink  
CERT  
Christian Action & Resource Enterprise  
Churches Together in North East  
Lincolnshire  
Citizens Advice Bureau  
City Church  
Cleethorpes & Grimsby Riding for the  
Disabled  
Cleethorpes Memorial Hall  
Cleethorpes Senior Citizens Club  
Communities Together  
CPO Media  
Cruse Bereavement Care  
Dial-A-Ride  
East Marsh Community Trust  
Family Links Around Grimsby  
Foresight  
Friendship At Home  
Get Hooked On Positive Activities  
Grimsby & District Live at Home  
Scheme  
Grimsby Central Hall Trust  
Grimsby Neighbourhood Church  
Grimsby Town Cricket Club Community  
Coaching  
Grimsby & Cleethorpes Sunday Football  
League  
Grimsby, Cleethorpes and Humber  
Region YMCA  
Grimsby/Louth Group of the Ramblers  
Harbour Place Day Centre  
Havelock Academy  
Homestart  
Islamic Association of South  
Humberside  
Kingsway Lincs Trust  
Lincoln and Lindsey Blind Society

Lisle Marsden Childcare Centre  
Longhurst and Havelok Homes  
Macaulay Area Action Group  
MIND  
North East Lincolnshire Credit Union  
North East Lincolnshire Mental Health  
Service Users Forum  
North East Lincolnshire Motor Project  
North East Lincolnshire Care Trust Plus  
Rape Crisis  
Second Avenue Resource Centre  
Shoreline Housing Partnership Ltd  
Springboard Learning Centre  
St Aidan's Church & Community Centre  
The Goodwill Motorists  
The Samaritans  
The Stroke Asscn., Support Co-  
ordinator  
Victim Support  
Waltham Windmill Management Trust  
West Marsh Development Trust  
Womens' Aid

Jobs 4 All  
Medulla (UK) Ltd  
Midas  
North East Lincolnshire Veterans  
Hockey Club  
North East Lincolnshire Council  
Nunsthorpe and Bradley Park  
Community Trust Ltd  
Nunsthorpe Partnership  
Nunsthorpe Together Ltd, Parish Office  
One Voice  
Open Door  
Phoenix Community Group  
PUFIN  
RAALI  
Springfield Allotment Association  
Synergy Grimsby CIC  
West Marsh Forward  
Working Links  
Yarborough Forward

## VANEL Trustees

Paul Silvester (Foresight) - Chair  
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Phillip Thames (Shoreline Housing  
Partnership)  
Stephen Ryder (CPO Media)  
Cllr Steve Beasant (NELC)  
Tony Gaskins (CAB)

## Associate Members

All To Go Clearances  
Best 2 Learning  
Catholic Community of North East  
Lincolnshire  
Chatterbox  
Clee Lincs  
Cleethorpes Events Limited  
Cleethorpes South Forward  
Contract Lincs  
East Marsh Involve  
Engage  
Fast Kids First  
Freshney Forward  
Friends of Sidney Park  
Friends of the Freshney  
Genesis Training Solutions Ltd  
Grange Forward  
Grass Roots Lincs  
Green Futures Greater Grimsby Ltd  
Grimsby and District Chess Club  
Hainton, Heneage and Park Forum  
Humberside Fire & Rescue

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## Affiliation & Association

Membership of VANEL is open to all  
local charities & community  
organisations. Contact Peter Hewson  
to discuss membership:

[peter@vanel.org.uk](mailto:peter@vanel.org.uk) | 01472 231123  
[www.vanel.org.uk/membership](http://www.vanel.org.uk/membership)





# Services and Contacts



**Chief Officer:** Paula Grant – 01472 231123 email: [paula@vanel.org.uk](mailto:paula@vanel.org.uk)

Paula provides strategic support and participatory representation for the sector at all levels

## Affiliation & Association

Membership of Voluntary Action is open to all local charities and community organisations. For those organisations who do not meet our affiliation criteria we are pleased to welcome them as associate members. E-mail Peter Hewson on [peter@vanel.org.uk](mailto:peter@vanel.org.uk)

## Criminal Records Bureau

VANEL is a CRB registered umbrella body that can process CRB checks for organisations in order that they can make informed decisions about the suitability of potential employees and volunteers for recruitment purposes. E-mail Angela Barker on [angela@vanel.org.uk](mailto:angela@vanel.org.uk)

## Voluntary Action News Bulletin

The news bulletin is a web based news bulletin containing relevant local information. Contact us with details of events or projects you want to publicise. Alternatively hard copies can be made available on request (depending on circumstance).

E-mail Emma Mathias on [emma@vanel.org.uk](mailto:emma@vanel.org.uk)

## Payroll

The payroll service takes the hassle of PAYE and pensions away from small organisations. The service can cater for a single or multiple employees. Email Angela Barker on [angela@vanel.org.uk](mailto:angela@vanel.org.uk)

## Volunteer Centre

The Volunteer Centre is an information point and recruitment centre for people wanting to volunteer with charitable and not-for-profit organisations. We have information on a wide range of opportunities and place volunteers of all ages. The Volunteer Centre is also home to the new Supporting Volunteers Quality Assurance Award. For more information on volunteering opportunities, please email either Emma Mathias or Kelly Bryant [volunteer@vanel.org.uk](mailto:volunteer@vanel.org.uk) or see [www.do-it.org](http://www.do-it.org) For information on our SVA Quality Assurance, please email [supportingvolunteers@vanel.org.uk](mailto:supportingvolunteers@vanel.org.uk)

## Healthier Communities Development Worker

This role is developing a range of health projects. For more information please e-mail Alison Hobbs on [alison@vanel.org.uk](mailto:alison@vanel.org.uk)

## Community Development Workers

Within the organisation we are able to offer support to individuals and groups who want to engage in developing their local community. This could range from setting up a community group to helping existing groups achieve their aims through advice, guidance and training. The work is being led by John Mooney. For more information or to access the support please email [john@vanel.org.uk](mailto:john@vanel.org.uk)

## Children's Workforce Development Worker

This programme is there to support and improve the development of people working with children and young people in the voluntary and community sector. For more information e-mail Kerry Gilman on [kerry@vanel.org.uk](mailto:kerry@vanel.org.uk)

## Children and Young People

For any issues regarding children and young people and also the Children and Young People's Services Forum e-mail Sheila Baldock on [sheila@vanel.org.uk](mailto:sheila@vanel.org.uk)

**VOLUNTARY ACTION NORTH EAST LINCOLNSHIRE**

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14 Town Hall Street, Grimsby, North East Lincolnshire, DN31 1HN

Opening Hours: Monday- Thursday 9am-5pm and Friday 9am-4.30pm

### Partnership Working

For any information or issues regarding partnership work or its future development please contact Karl Elliott (Development Hub Manager) by email [karl@vanel.org.uk](mailto:karl@vanel.org.uk) or Richard Wendel-Jones (Contracts Manager) [richard@vanel.org.uk](mailto:richard@vanel.org.uk)

### Training and Learning

Regular training and learning events around a programme of subjects pertinent to the needs of the voluntary sector are promoted throughout the year. Voluntary Action can also structure events for individual organisations. E-mail Vicky Hardy on [vicky@vanel.org.uk](mailto:vicky@vanel.org.uk)

### Victim's Champion

The Victims Champion is here to support and help victims suffering anti-social behaviour, of any kind, including; noise and nuisance behaviour, neighbour disputes, animal and vehicle related nuisance and intimidation and harassment E-mail Martin George on [martin.george@nelincs.gov.uk](mailto:martin.george@nelincs.gov.uk)

### Development Hub

The Development Hub provides training, project management and development support for groups and organisations. As part of the development support offered by the Hub an IT Supporters Network and a Trustee Network have been established. E-mail Karl Elliott on [karl@vanel.org.uk](mailto:karl@vanel.org.uk) for more information or to access the service.

### IT Supporters Network

This is a chance for accidental “techies” or anyone else who has found themselves responsible for IT in their organisation to get together and support each other. Visit the website below for more information:  
[www.vanelhub.org.uk/itnet](http://www.vanelhub.org.uk/itnet)

### Rural Partnerships plus

This project works with all types of community and voluntary groups in rural areas to represent their views needs and priorities and support by developing their skills and capacity to run and develop. Contact Celia Wangler on 01472 231123 or 01652 633297 or email [celia@vanel.org.uk](mailto:celia@vanel.org.uk)

### Funding Advice Development Worker

The Fundraising Plus project is aimed at charities, and voluntary and community groups with an income usually of less than £100,000. The aim of the project is to increase the sustainability of organisations through an organisational health check, development support, training and signposting to funding opportunities. E-mail Helen Howard on [helen@vanel.org.uk](mailto:helen@vanel.org.uk)

### North East Lincolnshire Local Involvement Network (LINK)

A local independent service set up to involve local people, groups and organisations to enable them to have the opportunity to have their say about how health and social care services are planned, run and improved. Contact Penny Burton or Karry Stones on 01472 315437, e-mail [link@vanel.org.uk](mailto:link@vanel.org.uk) or visit [www.nellink.org.uk](http://www.nellink.org.uk)

### Development Workers Network

The Network aims to share skills and methods of working between development workers from a wider range of organisations as possible. The Network offers support, knowledge and contacts to enhance partnerships. The Network also aims to update the Community Development Standards, giving a baseline of good practice and devise appropriate training. It continues to exert its influence on issues around community engagement through attendance at the Neighbourhood Management Board, a sub-group of the Local Strategic Partnership. Contact Alison Hobbs: [alison@vanel.org.uk](mailto:alison@vanel.org.uk)

## VOLUNTARY ACTION NORTH EAST LINCOLNSHIRE

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