

VANEL

ANNUAL REPORT

2011 -12

Voluntary Action North East Lincolnshire



Advancing Local Voluntary Action

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

01472 231123

www.vanel.org.uk

this report also available online at
www.vanel.org.uk/report

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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 2011 / 12

As part of our contribution to reducing our overall overhead costs we have again produced our annual report in-house this year. All staff members and volunteers 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 these together with our members. We have also included details of the work we do in partnership and how we represent the sector.

During the 2011/12 year we acted on feedback from members whilst working with our staff. Member organisations asked us to focus on fundraising support and organisational development work. 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. We allocated each staff member with a number of groups so we could offer more regular contact and move towards tailor-made support based on organisational health checks.

Our Trustees were keen to offer more support by being ambassadors for the organisation and this was demonstrated by them all signing up to our supporting volunteers quality award. Trustees also requested that our email communications were more focussed and newsletters more succinct and we have addressed this creating a web hosted space for all their paperwork and posting more information on our website and community dashboards. Finally, our Trustees wanted us raise our profile and engagement with local businesses and we are continuing to work on this request as part of our 2012/13 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 very soon ...

Paula Grant

Chief Officer

Voluntary Action North East Lincolnshire (VANEL)



Chair's Annual Report

During the 2011/12 financial year, Voluntary Action North East Lincolnshire's priorities have focused on development work to ensure that all its services were meeting the changing needs of voluntary and community groups and supporting them through the continuing climate of financial uncertainty. The team has also been heavily involved in identifying the value of our services to new groups and those who were keen to work with us to benefit from them.

The Trustees requested that the team worked on the following priorities for action: widening volunteering opportunities with new partners; offering more organisational development support to our groups; increasing the range fund raising activities for our groups; networking and influencing partnership agendas for the benefit of the voluntary and community sector all with a view to achieving the 3 main aims we agreed in our 2011/12 Action Plan namely:

- 1) To contribute to the development and maintenance of a quality assured and accountable voluntary and community sector within North East Lincolnshire.
- 2) To support a strong and vibrant voluntary and community sector comprising valued volunteers development workers and suitably qualified paid staff.
- 3) To positively contribute to effective local partnerships alongside public and private sector partners and raise awareness of the value of the sector.

Key membership services such as our volunteer placement brokerage, payroll, Criminal Record Bureau checks, the monthly newsletter, small training and learning equipment hire, community development worker support, funding advice, partnership representation, organisational health checks, IT technical support and bespoke training 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 their sustainability. These sources included: North East Lincolnshire Council, North East Lincolnshire Care Trust Plus, Fair Share, Russell Commission, the Ministry of Justice, the Home Office, Humberside Probation Trust, the Big Lottery and the Department of Health.

With regards our joint working this year we were especially proud of the joint Volunteer Awards event with the Grimsby Telegraph and North East Lincolnshire Council sponsored by NatWest Bank; our acceptance as a lead partner on the safer and stronger communities' partnership and our joint winter planning campaign work with the local authority and health partners.

On behalf of the Board of Trustees I would like to thank all those members who served on our Executive Committee during the 2011/12 year. VANEL has clearly benefited 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 yet another difficult year.

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



Volunteer Centre

The Volunteer Centre's Core Functions are:

1. Brokerage. To effect an introduction of the volunteer to the host organisation and to act as mediator (when necessary) throughout their relationship.
2. Marketing Volunteering. To ensure that volunteering has a high and positive profile locally.
3. Good Practice Development. To develop training and development tools and opportunities to ensure the good practice of organisations and volunteers.
4. Develop Volunteer Opportunities. To increase the number and variety of opportunities available to volunteers, and to overcome barriers to diversity.
5. To campaign and influence policy. To ensure that issues affecting volunteers are highlighted and responded to.
6. Strategic Development of Volunteering. To influence partners to include volunteering in local and regional strategies affecting our communities and their development.

Positive achievements

The Supporting Volunteers Award has been developed to reassure volunteers and enable organisations to give the optimum volunteer experience. The SVA will over time become our main method of ensuring that membership organisations are aware of the best practice issues and solutions which arise from our local experience and new National guidance and legislation.

The Volunteer Centre undertook and achieved the Volunteering England "Investing in Volunteers" accreditation which enabled us to inform a more accessible local system for our membership. The Supporting Volunteers Award got off the ground near the end of the financial year in its draft form and will be developed into three levels over the next year.

The centre ran a pilot mental health project, Mind Works funded through an Awards for All grant, and through the hard work and effort of the team, led by Alison Hobbs, this led to a situation where a further and more substantial bid was made through the Reaching Communities process leading to a three year project.

The centre staff also diversified into research roles leading on the local Taxi survey, to help the local authority make its decisions on disabled vehicle regulations and numbers and also on colour of taxis. This was a successful mini project that allowed us to work with some of our organisations in a different way. We also worked with the tobacco alliance to run a survey around people's perceptions of health behaviour in the West Marsh area. The results were to be used to develop a campaign around social norms where the research findings were used to inform and change the approach to health promotion locally.

We once again ran a successful Annual Awards Presentation night in association with the Grimsby Telegraph and North East Lincolnshire Council with over 100 nominees and friends present on the night. This event

again helped with good publicity and marketing for VANEL and through the connection with the Telegraph saw the start of a weekly column being offered within the newspaper.

Two ASDAN Community Volunteering courses were successfully run in collaboration with Community Learning and Young People's Support Service, showing our ability to encourage and work with our organisations to support the development of their volunteers. This also provided the volunteers with accredited qualifications that are aligned to the National Qualification Framework. Twenty-five students began the course and twenty continued to the end and undertook the final accreditation. The Volunteer Centre over the year continued to develop these types of partnerships and ways of working to help support continued training within the sector.

During the year, we had 232 prospective volunteers through the doors of the centre, with 122 of these being new to volunteering. The statistics did show quiet months in December, February and March, so next year we may need to look at more marketing prior to these dates to ensure we have consistency. Of these, the majority were aged 19 to 25 showing the continued success of the previous marketing to that age group, and groups who work with them, of the now defunct 'v' project. The centre also recorded 27 new groups providing volunteer opportunities to be recorded on the DO-IT website giving wider variety of choice to the clients who come to the centre to volunteer.

Challenges

The Volunteering England Volunteer Centre Quality Assurance process was undertaken and although the results of our submission required two conditions to be met before accreditation would be granted it should be noted that the developments mentioned above were seen as innovative and forward thinking by the assessors and we are confident that the evidence now presented will ensure our accreditation.

It was hoped to re-run the previously successful ASDAN courses from September 1st under the auspices of the Community Learning package. Changes to the way these courses were funded however, meant that many prospective students and their organisations felt unable to meet the costs and currently alternative funding is being sought.

Staff members leaving and the flexible use of human resources to meet our requirements means that as a team we now operate differently and broader team involvement in the Volunteer Centre is now ongoing. This will be reviewed at the end of 2012 to monitor progress and implement any necessary changes.



Financial Report 2011-12

Unrestricted Fund

A substantial loss of just under £78,000 is recorded; February being the only month during the financial year when any surplus was made. A loss was anticipated in the original budget, where lower income by £27,000 and higher expenditure by £11,000 was forecast, so some savings were achieved. The reserves built from previous years covered the loss, leaving £132,000 as a significant basis to be carried forward into the new year.

Designated Funds

The three funds, Healthier Communities, the Volunteer Centre and the former Third Sector Hub, now renamed the Development Hub, continued to provide services. The Volunteer Centre lost £50,000, against an original budget loss of £100,000; the Hub lost £55,000, original budget loss £77,000; while the Healthier Communities loss of just under £24,000 was only £600 below the original prediction. All three funds have workable balances to continue into the new year, but will need to generate further income to fulfil their aims.

Restricted Funds

Nine new funds, as detailed in the Report of the Trustees, were operated during the year, ranging from short term, opening and closing within a couple of months (Youth Alcohol Abuse), to a three years contract (Victims Panels). During March 2012 the major project Transforming Local Infrastructure, funded via Big Lottery, began its operation, with initial funding of £176,000, of which £157,000 is deferred until the next financial year.

Contact

Eddie Weeks

eddie@vanel.org.uk



Payroll Services

Payroll Service (year ending 31/03/12)

We continued to provide our monthly payroll service for local charities and small not-for-profit groups. This year we catered for 24 organisations, and continued to use Sage software to produce the regular monthly payslips and detailed analyses of deductions.

Staff at Voluntary Action increased to 30, with gross wages of just over £476,000 completed on the payroll system. Of the other groups covered by our service, there were 96 full and part time employees; the gross wage bill for all these groups was just over £921,000.

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

As reported in the previous year, we started calculating payroll for Direct Payment clients. The Direct Payments scheme was implemented for individuals to become employers, allowing them to select and employ their own personal care assistants, to cater for a range of disabilities affecting themselves or other family members. Although only a few Direct Payments clients have used our service this year, it is expected that many more will begin to use the VANEL payroll service during 2012/13.

Contact

Angela Barker

angela@vanel.org.uk



Criminal Record Bureau Service

The Criminal Records Bureau Service (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.

We currently have 179 organisations registered for the CRB service and the majority of these groups are voluntary and community sector organisations.

To date we have processed over 3037 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.

The CRB project within VANEL has three 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.

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.

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 voluntary, community, wider third sector or private sector and also whether recruiting volunteers or paid staff.

Contact

Angela Barker

angela@vanel.org.uk



Facilities Management & Common Treasury

Facilities Management and Common Treasury

VANEL continues to administer the North East Lincolnshire Common Treasury programme, wherein publicly financed equipment is hosted within community organisations for the benefit of the community. VANEL hosts some Common Treasury funded equipment ourselves, along with a range of equipment funded via other routes which can also be made available for groups and organisations to borrow.

During 2011-12, VANEL operated from three buildings – Nos. 14 and 12 Town Hall Street and from offices at West Marsh Community Centre. During this financial year therefore we had no clear meeting/training rooms which were available to hire out for income (as was the case in the previous year when VANEL occupied Melbourne House with the availability of a training facility and IT suite).

Common Treasury

Each year since 2008, VANEL has received funds to purchase additional Common Treasury equipment and support groups hosting it. For 2011-12 no funding for Common Treasury was made available. So during this year VANEL continue to administer the directory of existing equipment, maintained a website detailing where this equipment is hosted, and received back and redistributed equipment not needed by hosts. During the year a range of equipment was donated into the programme and subsequently distributed via VANEL.

Equipment hire

VANEL maintains an inventory of equipment (largely IT related) which it loans or rents to member or friend organisations at low rates. During the year we managed to generate a small income from hiring out laptops to local professional organisations, but normally equipment hire only brings in a modest rental income. We continued to maintain our inventory of equipment during the year.

Further information

www.vanel.org.uk/treasury * – for information about Common Treasury equipment

* This website will be archived late 2012 and information related to Common Treasury and equipment hire incorporated into the main VANEL website.

Contact

Karl Elliott

karl@vanel.org.uk



The Compact

During 2011-12, the Compact continued to be endorsed at national government level. Locally in North East Lincolnshire it remains a key partnership principle for work across the borough. Economic times however have reduced both national and local direct support for the Compact, with the national Coalition for the Compact closing at the end of March 2011, leaving Compact Voice as the main national body to develop and champion the Compact.

Locally, lack of financial support meant that no funded post was in place this year to locally champion the Compact, with Nick Triplow's role as Compact Champion ending at the beginning of 2011. There has been very little direct work on the local Compact this year, with the Steering Group and local Compact Champion meeting only occasionally at the start of the year.

VANEL continued this year to champion the Compact via information sharing on the dedicated Compact website that we maintain, and through active encouragement to new Members and Friends organisations to sign-up to the local Compact. During the year, VANEL also continued with our series of free briefings on Public Law (underpinning the Compact).

The seven local Compact documents remain in place as principles governing aspects of partnership working, but in line with national approach, a single Compact document for North East Lincolnshire can be applied when required.

One aspect of activity from the Humber Improvement Partnership (HIP) was around the Compact, and HIP meetings reviewing progress on the Compact across the Humber sub-region were held during the year with VANEL participating. A conference was held in Scunthorpe later in the year at which VANEL championed the Compact along with a refreshed local website.

Challenges

The long term challenges for the local Compact have always been to spread awareness and use of the Compact across North East Lincolnshire organisations and to maintain the Compact documents themselves as active, current, applicable and useful. These challenges remain, especially as there is no funding to achieve this nor dedicated staff or personnel in place to Champion the Compact. VANEL continues to support the Compact and will do so over the coming year in whatever way this is possible.

Further information

www.vanel.org.uk/compact *

* note that this website is now out of date and unsupported and will be closed before the end of 2012. At this point all news and information about the Compact will be moved to the main VANEL website www.vanel.org.uk

Contact

Karl Elliott

karl@vanel.org.uk



North East Lincolnshire Local Involvement Network

In 2011 -2012, our total LINK Membership grew to 764, with 515 LINK Members and 159 Interested Parties. We have a total of 14 Governing Body members led by our Chair, Ian McDonald. Joint working is a high priority for LINK both in this area and with our neighbours. We meet regularly with *Who Cares* (North Lincolnshire LINK) and staff meetings between *Who Cares*, North East Lincolnshire, ERYLINK (East Riding LINK) and Hull LINKs on a regular basis to work more closely and share good practice for the better of our community.

LINK GB members currently sit on the following boards:

- 1) Care Trust Plus Board
- 2) NL&G Board of directors
- 3) NL&G Nutrition group
- 4) NL&G Falls group
- 5) Multi-agency transport group
- 6) Meridian Health Steering Group
- 7) The Cancer Collaborative
- 8) The Falls Collaborative
- 9) NAViGO Membership Board
- 10) Health and Wellbeing Group
- 11) NHS Humber Cluster
- 12) Dementia Collaborative

We have continued our Enter and View work monitoring the standards of care provided in North East Lincolnshire and we are about to begin a specific stream of work in partnership with Northern Lincolnshire and Goole Hospitals NHS Foundation Trust, *Who Cares* and ERYLINK.

We are about to release our Older People's DVD, which raises awareness of the services that are available in North East Lincolnshire for Older People as we found that local people often weren't aware of our partners' work or the services provided for them.

Our Successes and Achievements

- We have achieved our level one Supporting Volunteers Award which demonstrates our commitment to our volunteers and the experience we provide them.
- We have been working towards Healthwatch as part of our Pathfinder status, including running a consultation on what the general public think of Healthwatch.

- We have released reports on Patient Participation Groups, the Health Trainer service and our Healthwatch consultation.
- We have launched a Dementia subgroup which looks at the provision of dementia services in North East Lincolnshire.
- We have created a new website which is more accessible and user-friendly.

Challenges and Issues

- Our challenges this year have been to retain commitment and enthusiasm from our LINK members following a cut in our budget and the announcement that LINKs are to be abolished.

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.

Contact:

The LINK has a website at
www.nellink.org.uk

contact us via:
01472 315437
link@vanel.org.uk

LINK Coordinator:

Karry Stones
karry@vanel.org.uk



Winter Planning Campaign

During the winter of 2010/11 North East Lincolnshire experienced one of the worst winters in many years. During this period A3 (Adult Social Care) were stretched to their limits and beyond with requests from elderly and vulnerable adults needing urgent help and support within their own homes.

Many agencies with elderly and vulnerable clients found themselves inundated with requests for assistance. The hospital was also inundated with elderly and vulnerable people who had fallen as a result of going to the shops for supplies.

The A3 team approached Voluntary Action North East Lincolnshire and the Local Involvement Network to form a partnership in order to tackle this situation in the future. With Voluntary Action North East Lincolnshire taking on the role of lead partner a number of organisations and groups came forward to form the Winter Planning Campaign.

Successes

The campaign had a number of successes during its first winter.

- Over 80 volunteers were recruited over North East Lincolnshire to act as either volunteers or co-ordinators.
- Public, private and voluntary sector organisations came together to form the steering group of the campaign
- The campaign grew support during the winter, which led to a video starring Sid the Squirrel.
- Funding was secured from the Department of Health's "Warm Homes, Healthy People" fund.
- Three basic first aid courses were run, with a focus for the volunteers on hypothermia.
- A partial trial of the system took place between A3 and the central co-ordinator, which highlighted some of the potential challenges for the system
- Our message is getting through from anecdotal evidence that elderly people had purchased extra supplies in preparation for severe weather.

Challenges

The campaign faced a limited number of challenges, some of which were beyond our control.

- A lack of snow means that the system has not truly been tested.
- Gaining the support of small local shops to participate in the campaign at all has been a huge challenge.
- A suitable lower age limit for volunteers is a challenge that has been faced and overcome, by taking on the same limit as befriending organisations.
- In the current financial climate gaining the necessary funding to continue the campaign will be a challenge.
- Ensuring that the campaign moves forward in a positive manner with support from partners and volunteers is a priority.

Contact

Vicky Campbell

vicky@vanel.org.uk



Healthier Communities

General Activity and work role 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.

Successes and Achievements

Successes for 2011-2012 include successfully joint working with North East Lincolnshire Local Involvement Network to ensure that the community have been consulted with over changes to the Community Equipment Service. The group continued to support the Winter Planning Campaign.

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.

Contact

Vicky Campbell

vicky@vanel.org.uk



Development Hub

The Development Hub evolved from the Yorkshire Forward funded Third Sector Hub project. The Development Hub tries to operate in a sustainable manner by generating incoming in order to be able to deliver on its initiatives.

The Development Hub has four key directions of focus:

- Project management and delivery of projects (internal and external), usually drawing in funding.
- Delivery of initiatives created by the Hub for the benefit of developing Member or Friend organisations or other local organisations or communities.
- Internal development support to help VANEL organisationally deliver and develop.
- Delivery of services that draw in direct income.

The overarching ethos is for the Hub to initiate, develop and deliver work and initiatives that help take VANEL and other organisations forward sustainably.

Successes and Achievements

Some of our key achievements during 2011-12 include:

Overseeing all VANEL technology infrastructure – servers, hardware, software and websites. Maintaining and supporting our systems and ensuring they remain fit for purpose for the staff team.

The team helped support the relocation to West Marsh Community Centre, establishing the IT infrastructure between several operating sites and then maintaining the IT systems at WMCC, both for VANEL and for WMCC itself. We helped maintain and improve the IT facilities at the centre and helped support WMCC as an UK online centre throughout the year.

We successfully delivered the local support for the Digital TV Switchover project.

We provided several instances of direct developmental support to groups, covering business planning and plan preparation, trustee and governance development work and training and a number of IT support consultancy interventions.

The Hub continued to run and develop IT and web support initiatives to help the local VolCom community to better understand and use technology (see separate report). WebClub was developed and a range of events held.

A few Trustee Network meetings were held at the start of the year, as were a smaller number of Public Law briefings. A small number of meetings were supported by the Hub

regarding the Compact. All of these initiatives drew to a close during the year.

The Hub developed websites for the Supporting Volunteers Award initiative and managed an update of the North East Lincolnshire community directories and their gradual transition to being online directories. Early prototypes of community websites/community dashboards were developed, demonstrated and trialled.

Challenges and Issues

The biggest single issue for the Development Hub this year was the gradual loss of funding for certain developmental initiatives. Very little training was directly funded – some took place due to internal initiatives funded from other projects. Other initiatives such as the Leaders Network did not take place at all, the Trustee Network drew to a close, as did Compact work, and no new funding pots such as Grassroots Grants or Common Treasury revenue funding were available.

So the big challenge remains for the Development Hub to be able to provide projects and initiatives that develop and support our member organisations whilst these projects no longer receive direct funding. Despite this, the Hub has still managed to deliver considerable direct benefits to VANEL and groups during the year.

Contact

Karl Elliott, Development Manager

karl@vanel.org.uk



IT Supporters Network & WebClub

Technology continues to be a very significant external driver influencing the Voluntary and Community Sector. Most of our local groups are in some way or another underutilising technology – be it hardware, software, websites or other online technology. In order to help groups and organisations keep up to date with technology in a supported manner, the Development Hub created the IT Supporters Network back in 2010 in order to deliver support to those individuals in organisations who are themselves responsible for IT support.

During 2011-12 the IT Supporters Network continued successfully with a range of delivery strands.

Successes and Achievements

The IT Supporters Network met for a number of well attended events during the year, combining training, workshops, discussions and more, briefing organisations on latest technological trends. We also hosts a series of Technical Surgeries in conjunction with Virtual Riders who we partnered with throughout the year.

WebClub developed from the Network as the need to focus on websites and web development for groups became more apparent. Membership of WebClub was fee based, but a small group of members gradually became involved to develop or redevelop or support their organisational websites. The Fundraising Plus project helped support a number of our WebClub meetings.

A number of “Cooking up a website” free workshops were also held, as was a very successful “WordPress Masterclass” which was a full day, higher cost training session which still managed to draw in a full group of attendees from across the country.

In addition, the Network provided support for the CTX software discount scheme and a number of masterclasses in this. Web and IT support was provided directly to a number of groups to improve their use of technology, and the Network provided website support to internal projects as well.

VANEL also supported a number of initiatives such as UK Online Get Online and Spring Online weeks (in partnership with West Marsh Community Centre) and badged a range of IT related support projects (such as Digital TV Switchover) as provided via our IT Supporters Network initiative.

Challenges and Issues

The IT Supporters Network was successful in delivering quite a few different support initiatives – including training courses – despite not being directly funded. By using partners, supporters and sponsors, we were able to run specific events, courses or initiatives with small amounts of funding. No direct funding for IT support for the sector is a major headache, especially as technology is a key issue for the sector. Even national initiatives such as the UK ICT Champions project lost funding at the start of the year, leaving voluntary and community groups with less IT Support.

VANEL hopes to keep technological support going even if funded in a more piecemeal approach.

Our final issue is getting the message across to groups themselves. Most are tech-phobic or don't have time or resources to invest in learning about technology. The groups who perhaps need support from the IT Supporters Network the most are often the ones who are most likely not to take notice of what we offer. This remains a marketing challenge for the IT Supporters Network.

Contacts

**Karl Elliott, Development Manager and IT Supporters
Network Manager**

karl@vanel.org.uk



Digital TV Switchover

Digital TV Switchover Project

In August 2011 the TV signal covering North East Lincolnshire switched from analogue to digital. This was part of the national switchover programme, and between April and August 2011, VANEL helped to spread the message about the upcoming switchover across North East Lincolnshire and to the most hard to reach individuals through a campaign to communicate via local voluntary and community organisations and groups.

VANEL were sub-contracted via Hull CVS to help communicate the message about TV Switchover to as many individuals across North East Lincolnshire as possible. Between April and August we hosted 9 stakeholder events and supported over 30 local Voluntary and Community Organisations as they in turn held over 50 meetings with their beneficiaries or service users and conducted nearly 800 face to face conversations.

Vulnerable, disadvantaged or elderly individuals were targeted as these were the ones least likely to know or understand about the switchover to digital TV. By the time the switchover took place in August the feedback was that in North East Lincolnshire there were few hitches and few issues. Hopefully VANEL's part in communicating across the borough through this project helped.

The Digital TV Switchover project was managed via the Development Hub team and communication was coordinated via the IT Supporters Network project.

Contact

Karl Elliott, Development Manager

karl@vanel.org.uk



Victims Champion

General Activity and work role

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 processes 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;

- Hate Crime
- Integrated Offender Management Operation Group
- Safer and Stronger Communities Working Group.

Successes and achievements

During the period 1st April 2011 – 31st March 2012 169 victims were supported (an increase of 54 on the previous year) through the intervention ASB Victims Champion and the challenge of using the multi-agency approach to address situations, 90% of the victims experienced a positive outcome.

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. Three groups have now been formed, in the West Marsh, Scartho areas and a bespoke group of mental health users and carers. The groups meet on a monthly basis to look at addressing ongoing issues of Anti-Social Behaviour, identifying gaps in services and looking at ways of developing stronger communities in their areas to reduce the incidents of Anti-Social Behaviour.

Contact

Martin George the ASB/Hate Crime Victims Champion can be contacted on 01472 325954 or 07824507716 for more information on setting up a Victim Focus Group if required.



Development Worker

VANEL secured funding from Awards for All for the Mind Works project of nearly £9000 for the year. During this period, the Development Worker achieved more than the target of 25 individuals in placements and or meaningful activities. In total, Mind Works engaged with over 30 clients placing them in volunteer placements or signposting them to appropriate training providers. The project was able to test the water as to whether community based courses were needed. One successful “Feel the Fear” course was delivered with 8 participants at a church in the Heneage Ward. A second course was delivered at a local school on communication skills and assertiveness that was specifically requested. In line with this, some clients have found Mindfulness courses very helpful and have gone onto train as Reiki practitioners on a voluntary basis.

The investment in time and effort with individuals has seen real benefits for many who have taken part in such courses, as they now feel that they have a map and a pathway to follow. Following up the progress of these individuals, the Development Worker has found that parents engaged at the local school have started going to the gym on a regular basis, feel able to volunteer and deliver community activities within the school for local children, supported by Community Organisers and Learning Mentors.

In addition to the development of the clients, the steering group has developed further. It now has a volunteer attending that has been through the Mind Works process. The steering group and VANEL have worked hard to use the lessons learned about the needs expressed by local people with low level mental health needs. Evidence was gathered and an outline bid put together at the beginning of the year. The final bid was submitted in June. The outcome of this work has been the successful bid from the Big Lottery to take the project forward over the next 3 years.

Heneage Forum

Heneage Forum has seen more development over the past year. Alongside the Executive Committee, a Development Work sub-group was set up at the beginning of the year to tackle the physical regeneration of the Heneage ward. The sub-group seemed to gather momentum and made a point to feed back to the wider forum about its work and aims. As expressed for many years, the Development Work Sub-group hoped to secure a building which would act as either a community hub or a community centre. East Marsh Community Trust in the shape of Mark Abernethie offered their expertise and support. It was agreed that members of the forum and / or Ward Councillors would be elected on to EMCC to represent Heneage Ward at their AGM.

It was felt by VANEL that as the appropriate structures were in place and the development Worker had either been working on a voluntary or paid basis with the forum for a total of 5 years, that it was time to refresh the role of the Development Worker. Heneage Forum continues to operate and meet. The Development Worker continues to signpost relevant agencies to the forum as and when necessary.

Development Workers Network

The Development Workers Network is coordinated by both Alison Hobbs and the Development Work Coordinator. The Network has been pruned down to a smaller group of committed individuals and seems to be gathering momentum. The group is currently meeting once a month with a high proportion of people invited attending rather than quarterly with a poor attendance. The terms of reference have recently been refreshed and the community development standards have been thoroughly discussed so that every member understands how that they are relevant on a day to day basis. The group is also gradually developing a mentoring scheme that will provide the glue and enhance the network in the long term. Members are taking time to get to know each other, understand their skills, approaches and make best use of their assets in future projects. The Network are keen to ensure that meaningful consultation takes place so that community members are involved from the beginning of decision making processes that will impact upon their quality of life.

Contact

Alison Hobbs, Development Worker

alison@vanel.org.uk



Fundraising Plus

2011-12 was the final full year of the Fundraising Plus Project – which concluded in June 2012. Although this project actually concluded after the period of this annual report, this report from Helen Howard – project manager at the time for FR+ – provides information up to June 2012.

Overview

The Fundraising Plus project had contact with 174 community groups or larger organisations during the 3 years of the project, with 157 actively engaging in the project. Whilst the project can't claim to be the architect of every group's success, the following monies totalling £1,482,330.66 have been granted to groups or organisation worked with through the programme. The figures are just for grant applications clearly known about and may or may not be fully representative.

17 Grassroots Grants totalling £40,410.86

2 Wren totalling £49,403.00

7 Trusts and Foundations totalling £180,500.00

12 John Ross MBE fund (local fund) totalling £7488.00

11 Other local funds including LEADER totalling £50,587.00

Big Lottery Funds

3 Reaching Communities totalling £1,041,787.00

12 Awards for All totalling £111,185.00

2 Fair Share totalling £969.80

Statistical summary of successes and achievements

- 70% (111) of organisations worked with have achieved 3 project outcomes or more
- 11% (17) of those being successful in obtaining funds have drawn down more than 1 grant or other funds
- 6% (10) of organisations have received new income other than grants e.g. donations, sponsorship, SLA's, trading
- Volunteers or staff from 31% (48) of organisations accessed training opportunities with 19% (9) of those attending more than 1 course
- 7% (11) of organisations have committed to achieving the Supporting Volunteers Award designed by VANEL, as an initial quality standard
- 2 neighbourhood forums have transformed themselves into Community First panels

Further project achievements

The following summarises the Fundraising Plus outcomes – which have all been overachieved – and how they related to the organisations supported.

Outcome 1 – 144 health checks over lifetime of project
Used the health check to identify support needed for organisations. Health check has now been adopted for use with all existing and new VANEL members as part of a client management service.

Outcome 2 – 102 organisations received Direct Support over the lifetime of the project, either directly from the Fundraising Plus Development Worker or from specialist staff within VANEL. This support included Critical Friend for funding applications; developing or reviewing constitutions; developing or reviewing policies; developing business plans; working towards or attainment of the Quality Standard – Supporting Volunteers Award

Outcome 3 – 133 signpostings over lifetime of project
Developed signposting leaflet which was given out to all clients on completion of the Health Check and at training sessions. Highlighted key organisations of interest according to findings of health check.

Outcome 4 – 90 organisations increased skills and knowledge by securing funding and attending training as detailed above. The range of training courses included

- First Steps to Sustainability (Fit 4 Funding)
- Effective Grant Applications
- Fundraising Basics
- Asset-Based Community Development
- Web Club

Conclusions

A fuller report and a number of simple cases studies are also available to conclude this project. The project delivered successfully over the 3 years. The project continued into 2012 and further information about 2012 activity is outside the scope of this annual report.

Contacts

Helen Howard was Fundraising Plus Manager but is no longer with VANEL

contact Karl Elliott, Development Manager instead
karl@vanel.org.uk



Safer & Stronger Communities

Key Successes

The priorities for action on this work programme were agreed with members as being: tackling anti-social behaviour via the role of the Victims' Champion; ongoing links with the criminal justice system which were achieved via the monthly organised dialogue programme and hosting a training event for all partners; introducing monthly briefing sessions and/or visits on areas of interest to members; tackling alcohol misuse by young people using art as way of young people understanding the issues; improving community involvement in neighbourhood working by pooling staff and other resources for the benefit of the neighbourhood development programme; completing the delivery of the Stronger Communities Action Plan outputs and outcomes; links to Neighbourhood Watch new NEL support structure established; individual group member briefings started.

One of the many achievements during this year was negotiating and securing funding to enable us to invest in the role of a Restorative Practice Champion hosted by VANEL for the benefit of the whole area. This role will provide tailor-made training and development for all safer and stronger communities' partner organisations.

Our links with the Humberside Probation Trust were further developed this year by offering volunteering opportunities to people on probation and jointly delivering Chance 2 Change training with Probation Officers. This has helped our groups with their work on the community pay-back scheme and enhanced the overall sector's role in helping to reduce re-offending.

Our development programme including partners' guest speakers and visits has continued to be of value for our members.

Key Challenges

The work to tackle Anti-Social Behaviour (ASB) and hate crime is an important priority for our groups therefore we applied for funding from the Community Action Against Crime Innovation Fund to ensure we could continue to support victims of these types of crime with our partners.

The Joint Strategic Intelligence Assessment priorities for action agreed by the Safer and Stronger Communities Partnership this year included a clear focus on the challenge of working together to integrate voluntary contributions to safer communities' priorities thereby strengthening our communities' role as a direct result of our group's influence.

Despite 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 remained again this year to identify funding to continue our work next year.

With the emergence of the role of police and crime commissioner the future of this work is uncertain. However, being proactive VANEL submitted a proposal to our national association to lead on setting up a Humberside area wide partnership to help us all prepare for this new approach. Our proposal was accepted and work on this agenda started in March 2012.

Another extremely busy year for this working group which has again influenced and contributed to both the safer and stronger communities' partnership work plan and its various tactical operational agendas and in addition work on Prevent briefings on anti-terrorism/radicalisation.

Contact

Paula Grant

paula@vanel.org.uk



Children and Young People

Children and Young People's Services Forum

In May 2011, Steve Ryder stepped down as the Forum Chair – and Malcolm Smith (YMCA) was appointed as the new Chair. Richard Wendel-Jones continued as Vice Chair.

The past year has seen a great deal of changes for the forum members, many groups have either folded or had staffing levels greatly reduced. As a consequence of this member's attending the monthly meetings has greatly declined. 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 continued during the year. Consultation with our members informed our contributions to the board, however with national changes no longer requiring that there be a Children's Trusts, the North East Lincolnshire Children's Trust board ceased to exist in early 2012.
- 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.

Recent monthly meetings have concentrated on the future of forum and how the members view its development and what they want from the forum in the year 2012/13.

The forum was approached to nominate two lay persons to sit on the LSCB. As no one put themselves forward, Sheila Baldock and Kerry Gilman both VANEL staff put their names forward. However the LSCB process moved very slowly and by the time interviews were being carried out neither Sheila nor Kerry were in a position to carry on with their applications. Two lay people were recently recruited (summer 2012).

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, VANEL 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 attended 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. Safeguarding is a standing agenda item for the forum with the LSCB manager attending to update the forum.

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 *

* The /cyps website will be archived before the end of 2012 and incorporated into the main VANEL website at www.vanel.org.uk

Contact

Richard Wendel-Jones
richard@vanel.org.uk

or

Sheila Baldock
sheila@vanel.org.uk



Trustees, Members & Friends

Members & Friends 2011-12

19th (Grimsby) St Hugh's Scout Group
 3rd Cleethorpes Scout Group
 Age Concern (Grimsby)
 Artlandish Ltd
 Carelink
 CERT
 Christian Action & Resource Enterprise
 Churches Together in N E Lincolnshire
 Citizens Advice Bureau
 City Church
 Cleethorpes & Grimsby Riding for the Disabled
 Cleethorpes Memorial Hall
 Cleethorpes Senior Citizens Club
 Communities Together
 East Marsh Community Trust
 CPO Media
 Cruse Bereavement Care
 Dial-A-Ride
 Family Links Around Grimsby
 Foresight
 Friendship At Home
 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
 Harbour Place Day Centre
 Havelock Academy
 Homestart
 Islamic Association of South Humberside
 Kingsway Lincs Trust
 Lincoln and Lindsey Blind Society
 Lisle Marsden Childcare
 Macaulay Area Action Group
 MIND
 N E Lincs Credit Union
 N E Lincs Mental Health Service User and Carer Independent Forum
 N E Lincs Motor Project
 NE Lincs Care Trust Plus
 Rape Crisis
 Second Avenue Resource Centre

Shoreline Housing Partnership Ltd
 St Aidan's Church & Community Centre
 The Goodwill Motorists
 The Samaritans
 The Stroke Asscn.,
 Victim Support
 West Marsh Development Trust
 Womens' Aid
 Springboard Learning Centre
 Waltham Windmill Management Trust
 Body Positive Lincolnshire
 Get Hooked On Positive Activities
 4th Cleethorpes (St Peter's) Scouts
 2nd Immingham (Trinity) Guide Unit
 Grimsby/Louth Group of the Ramblers
 Longhurst and Havelok Homes
 Nunthorpe and Bradley Park
 Community Trust Ltd
 Scartho Village Community Association
 East Coast Elite Brass and Percussion
 1st Laceby Scout Group
 Grimsby and Cleethorpes Area Doorstep
 Grimsby Cleethorpes and District Schools FA
 Royal National Mission to Deep Sea Fishermen
 YouPlus
 Grimsby Alexandra's & Dolphin's Swimming Club
 Genesis Training Solutions Ltd
 Jobs 4 All
 Cleethorpes South Forward
 Hainton, Heneage and Park Forum
 Catholic Community of North East Lincolnshire
 Friends of the Freshney
 All To Go Clearances
 Humberside Fire & Rescue
 Open Door
 Best 2 Learning
 Engage
 RAALI
 NELC
 Clee Lincs
 Grange Forward
 Nunthorpe Partnership
 West Marsh Forward
 Yarborough Forward
 East Marsh Involve
 Freshney Forward

Springfield Allotment Association
 Grimsby and District Chess Club
 Chatterbox
 NEL Veterans Hockey Club
 Fast Kids First
 Greater Grimsby Ice House Trust
 Greater Grimsby I Learning Ltd
 Willows TARA
 Havelok Arts Ltd
 Sandringham Over 50's Social Club
 The Bridge Fellowship
 Time Out
 St Augustine's Over 50's Club
 Cool Kids Ltd
 e factor
 Humberside Police Community Safety

VANEL Trustees for 2011-12

Allen Young – Harbour Place
 Lesley Brown – Independent Forum
 Margaret Cracknell – Cleethorpes Memorial Hall
 Steve Beasant – NELC
 Marc Cole – NELC
 Jeremy Baskett – NEL CTP
 Tony Gaskins – CAB
 Phillip Thames – Shoreline Housing Partnership
 Julie Warren – NEL CTP
 Peggy Elliott – NELC
 Martin Skelton – MIND
 Mandy Johnson – Lincoln and Lindsey Blind
 Vic Goose – East Marsh Community Trust
 Paul Cornell – YMCA
 Andrew Dodd – Churches Together
 Paul Silvester – Foresight

Membership

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

peter@vanel.org.uk | 01472 231123
 www.vanel.org.uk/membership

