

VANEL

Annual Report 2008 - 2009



VOLUNTARY ACTION NORTH EAST LINCOLNSHIRE



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Advancing Local Voluntary Action

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A very warm welcome to our first annual review of Voluntary Action North East Lincolnshire's services. This year we have designed a new format for the benefit of our member organisations and the many partner organisations who work with us in support of the voluntary, community and wider third sector across the whole of North East Lincolnshire.

During the 2008/9 financial year the team and I focused our group work on supporting our more traditional smaller members to survive the impact of the economic downturn whilst at the same time continuing to assist our larger groups to become more sustainable. Other priorities included strengthening our role on local networks and partnerships for the benefit of our sector; building and developing our third sector hub and introducing new services such as the involved youth volunteering programme and the Local Involvement Network (LINK).

All staff have contributed to this review by preparing their individual perspectives on their respective areas of work and giving you a brief overview of all the services we offer - we hope you enjoy reading it. If you would like to know more or be more involved please contact us. We look forward to hearing from you!

Paula Grant, Chief Officer, VANEL



Chair's annual report

During the 2008/9 financial year Voluntary Action North East Lincolnshire (VANEL) has 'gone back to its roots' as requested by its Board of Trustees. The Chief Officer and her team were asked to re-focus the organisation's priorities on its core activities of volunteering; community group development and funding as per our organisation's mission statement:

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

The 3 main aims we agreed and set out in our 2008/9 Business Plan were:

- To contribute to the creation of a first class, quality assured and accountable Voluntary and Community Sector within North East Lincolnshire
- To create a strong and vibrant North East Lincolnshire Third Sector Hub
- To foster effective local partnerships across all sectors and raise the identity and merits of the Voluntary and Community Sector.

Key membership services such as volunteer placements, payroll, Criminal Record Bureau checks, the quarterly newsletter, small training and learning equipment hire, short training courses, organisational development worker support, funding advice were continued and improved for our members.

To enable the above stated mission and aims to be delivered for the benefit of our members and the wider third sector the CO secured funding from a variety of sources to support its members immediate sustainability. These sources include the Office of the Third Sector (Grassroots Grants) North East Lincolnshire Council, North East Lincolnshire Care Trust Plus,

Fair Share, Neighbourhood Learning in Deprived Communities, Humberside Learning Consortium, involved (volunteering), Children's Workforce Council.

The CO and her team started working towards our national association's quality standard and are actively encouraging and supporting other members to work towards appropriate quality standards. The Third Sector Hub launch in September 2008 put this work on the map regionally and nationally and the work programme is embedded within VANEL and many partner organisations. The position of Voluntary Action with strategic partners was consolidated and together with our third sector partners we are now recognised as a key player on the North East Lincolnshire Local Strategic Partnership (LSP). This is actively demonstrated by our representation on the LSP and all its theme boards. In addition, our sector is now well represented on other local partnerships such as those dealing with community engagement, the Compact, procurement and commissioning, neighbourhood management, safer and stronger communities, supporting people, safeguarding children, safeguarding adults, health improvement and children's workforce development.

On behalf of the Board of Trustees I would like to thank all those members who served on our Executive Committee during the 2008/9 year. VANEL has clearly benefitted by sharing their skills, knowledge and experience with our staff, volunteers and member organisations.

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 this developmental year.



Volunteer Centre

The Volunteer Centre has now been in existence in various forms and locations for over two decades and its core purpose has always been to encourage people to volunteer for the benefit of their community either directly as an individual or in support of volunteer based organisations in the area.

Over the years this has developed into an organisation that:

1. Advises people who are looking to set up their own community organisations
2. Advises local organisations on the correct deployment of volunteers in terms of policies, procedures, health and safety and legal requirements
3. Helps partners when trying to attract funding for the voluntary and community sector
4. Gives support to public sector bodies which are looking to include volunteering opportunities as part of their staff development programmes

5. Devises and delivers volunteer training programmes

6. Gives a clear picture of the level of volunteering taking place in North East Lincolnshire.

During the last financial year we have been steadily increasing the number of recruits directly to the centre and we have also been developing ways of reporting the number of people who volunteer directly with host organisations.

We have also been successful in supplying training directly to volunteers and to the staff in organisations who host volunteers.

In terms of the public sector we have been involved in organising employee volunteering via the Local Authority and a number of community organisations have benefited from individual and team volunteering days over the year.



Volunteer Centre
North East Lincolnshire



In order to ensure that volunteering remains in the public eye our annual photography competition, Volunteering in Focus, and the subsequent exhibition were held in the autumn. There is now a very solid foundation on which to build in the coming years and we are confident that we can meet the challenges that arise over the coming months.

Winning photograph from the Volunteering in Focus competition in 2008

vinvolved

The 'v' team came into place on 1 April 2008 with targets around finding volunteering opportunities for young people aged 16-25 within part time, short term and full time periods of participation. We launched the programme with an event at Grimsby Town Hall, with young volunteers as main speakers, in the presence of Austin Mitchell MP.

We began with the basics of looking through the old Millennium Volunteer forms and adapting them to suit the new requirements and have learnt lessons as we went along, flexibility being the 'buzz' word when working with young people.

Targets were noted and aimed towards, although not all were fully met, especially short term opportunities. As part of the contract we are encouraged to get accreditation for the hard work young people put into their communities. To this end we have completed the first Open College Network (OCN) accredited level 1 in youth work for this area (with the support and much background negotiating between adult education, National OCN, youth services and VANEL). Young people have also been encouraged to achieve food hygiene certificates, sports leadership training and first aid qualifications.

A young volunteer wanted to raise money for a charity and decided to take on a long distance swim. Being a non-swimmer she faced the challenge of self-teaching with just four months to go. She then received support from another young volunteer for the last two months of her training. Other activities included: young people going away on training camps in Brathay with youth services, Duke of Edinburgh scheme and the Council apprenticeship scheme, which develops their presentation skills to

run training themselves. To celebrate the activities and hard work of the young volunteers and allow them to see what other young people were participating in, we held our first celebration event at the i-Bar in December with food, two live groups performing and comparing and dance music by Viking Radio.

To help organisations understand better working with the young people we ran an event in February, through extra funding from Goldstar, to promote good practice. The event was a big success with over 80 people attending on the day to share good practice and learn more of what is available to them in their work with our age group. The event ranged from policies and procedures, engaging young people, marketing and information from the COAST team who amused delegates with a demonstration around Chlamydia testing.

Promotion wise we entered the carnival parade with a shopping trolley full of VOXX magazines and Volunteer Centre leaflets (leading to a decision to enter the 2009 event as a proper float). Our v programme also had write ups in local magazines, interviews on local radio, stands at gala events and the fish docks open event.

The year closed with a big silver 'v' party at Humberston Country Club organised in association with the VOXX magazine with all the hard work undertaken by young volunteers themselves to arrange the event in a format that the young people themselves would enjoy. The event saw the presentation of 'v' 50 certificates and the first v inspired award for one of the vteam volunteers going to Jodi Chalk who volunteers at Trin Youth Centre.

... from small beginnings to prize winning team

vinvolvedteam

Voluntary Action North East Lincolnshire Annual Review 2009



Payroll and accounts

Year ending 31/03/09

PAYROLL

We continued to provide our monthly payroll service for 17 of our local charities and small groups. Sage software was used to provide the regular monthly payslips and detailed analyses of deductions. An Accounts Assistant was appointed from July 2008, to assume the responsibility of processing payroll.

Staff at Voluntary Action increased to 20 employees, with gross wages of just under £350,000 completed on the payroll system. Employees with other groups covered by our service dropped slightly from the previous year to 125, with a gross wage bill of £870,000.

VANEL is set up as an official agent with the Inland Revenue, so year end returns were submitted on-line, thus saving work printing P14s and completing manual P35s. All our groups, as employers with less than 50 on their payroll, earned an incentive refund of £75, which was taken as a deduction from May's PAYE and National Insurance contributions. Updated software from Sage enabled successful

submissions before the Inland Revenue year-end deadline.

ACCOUNTS

Unrestricted Funds

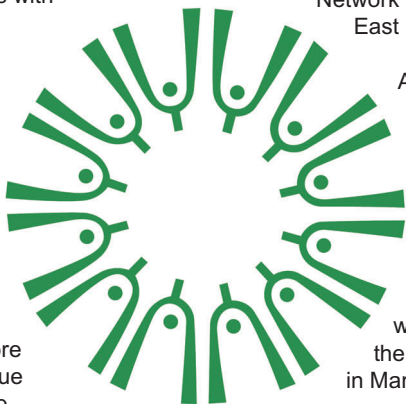
There was a surplus at the year end of nearly £6,000, against the 2008/09 budget prediction of a £28,000 loss. Income was £45,000 over budget while expenditure was £11,000 more than budget. There were balance transfers of £33,000 from various Restricted Funds at the year end, to add to the surplus of £6,000, making the final surplus total of just under £39,000 to top up reserves to 6 months' operating costs, which Trustees agreed prudent in these times of economic hardship.

Restricted Funds

New projects were managed during the financial year, bringing in further funding of around £250,000. They included Fair Share East Marsh, Healthier Communities Development Work, funded by North East Lincolnshire Care Trust Plus, Grassroots Grants, funded by the Office of the Third Sector and managed via the national Community Development Foundation network, and the hosting of Local Involvement Network (LINk), funded by North East Lincolnshire Council.

Although funding grants were paid in arrears for most projects, there were no cash flow problems to report.

The Service User Fund, held on behalf of the William Molson Centre, was repaid to the Centre for the Service Users to manage in March 2009.



Training and learning programmes

In response to ongoing demand and as a continuation of the training under the Short Course Programme, several Safeguarding Children Level 1 workshop events were arranged and implemented over the reporting period. This accredited qualification remains essential as a necessary learning event for organisations working in areas involving children and young people; as a result courses were held in September and November of 2008.

Eleven groups requested places for a total of 34 candidates attending the events, all of whom completed the course. Those organisations represented included Face to Face, YMCA, Humercare, Crossroads,

Kindercare, Lifehouse, Cleethorpes Memorial, Hall, Doorstep, North East Lincolnshire Motor Project, and Clubs for Young People. There were no cancellations for either day and the evaluation of each event was very favourable. Venues used were Grimsby Central Hall and the Grimsby Neighbourhood Centre whose facilities and support were much appreciated.

The future demand for this area of learning remains constant and arrangements continued to be made for further Safeguarding Children training next year, with contacts already made with the North East Lincolnshire Local Safeguarding Children Board (LSCB).

A training programme to develop the capacity of local third sector organisations was the mainstay of the project throughout the year. Training courses were held most months, reaching over 90 individuals from over 40 organisations during the year. Popular courses included training for Trustees, and courses related to funding and fundraising, leadership and management and communication. Not all planned courses took place, often due to low interest but this year enabled the Hub to experiment to determine appropriate future topics for training and approaches to delivering within the sector.

The Hub also delivered courses in partnership with others, including a new course on Public Law which later on evolved into a series of briefings on the subject delivered by the Hub manager.



Third Sector Partnership

Third Sector Forum

At the forum's AGM, held on 10th June 2008, it was agreed that the key work programme themes for the forum for the next year would be Communication, Funding/Investment, Valuing Volunteering, Stronger Communities, The Compact and Community Asset Management. The next six bi-monthly Third Sector Forum meetings therefore had a focus on one of these work programme themes. The sessions were developmental, interactive and delivered in a style as appropriate to the theme, rather than the traditional round table board room style meeting.

Effective communication is key to all third sector organisations – to promote ourselves to members, prospective members and local communities. It is also increasingly important to be able to communicate at a more strategic level individually and collectively as a sector. The ability to effectively promote our organisations, what we do well and what we want to do, is also crucial when seeking and applying for funding. Therefore the communication event in August was followed by a Funding Fair in October, with ten different funding providers present and further funders and funding sources represented.

Beyond that, using volunteers to maintain and increase the range and scope of what we can offer is an important issue for many of our organisations. The December event therefore was focused on volunteering and the management of volunteers within our organisations.

With the worsening economic climate it was felt that another funding event was needed sooner rather than later. A Sustainable Funding Support event

was held in February 2009 offering workshops on several funding opportunities and individual surgeries.

Having been instrumental in developing the North East Lincolnshire Stronger Communities Plan this was launched by Tony Hunter (NELC Chief Executive) on 7 May 2009 via a Safer and Stronger Communities event. The following forum event on 9 June saw the launch of the North East Lincolnshire Community Use of Assets Guide with a work-session to discuss its impact.

The planned session regarding the Compact was held over to the following year when the work on its revision and development were complete. Therefore the North and North East Lincolnshire Compact Funding and Procurement launch took place in July 2009 followed by a successful practical procurement workshop led by NELC Supporting People team and PANNEL.

Third Sector Partnership Working Groups

All four third sector working groups (SSC, EDEE, HCOP & CYPS) have an established meeting structure with annually reviewed prioritised work programmes. The focus of these groups is to deliver against these programmes. All groups continued to have representation on the LSP theme boards ensuring a two way flow of information, advice and guidance to better support the third sector working groups' member organisations. A bi-monthly meeting of the Third Sector Working Groups' Chairs and Co-Chairs also takes place shortly before the Third Sector Forum events to ensure cross theme working.



The Pioneer group of key lead third sector organisations continues to meet monthly to share funding and other opportunities, to provide sector updates and to steer the work of the Third Sector Hub.
Funding Programmes 2008/09

Grassroots Grants

Begun in August 2008, it will run until March 2011, providing grants of between £200 and £5,000 to smaller organisations with under £30,000 income per annum. With approximately £80,000 per annum to be distributed the programme has proved incredibly popular, with each quarterly application round being three to five times oversubscribed.

From its start in August 2008 to March 2009 we provided 30 organisations with funding totalling £74,356.41 – at an average of £2,478.55 per organisation. This has allowed 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. Whether it is for equipment, running costs, transport or building repairs, these are all activities that provide community cohesion and in most cases would not have been funded otherwise. We therefore expect this programme to continue to be popular in providing a vital resource to many of the smaller third sector organisations.

www.thirdsectorhub.org.uk/grassroots

Common Treasury

The Common Treasury helped purchase much need equipment that community groups can borrow. This can be anything from a flip chart to a laptop. All of the equipment is hosted within the community at other organisations. VANEL accessed funding to establish this project. The initial project was completed in July 2008, with

an extension to be completed by July 2009. The initial project provided £20,000 of capital equipment into the North East Lincolnshire Common Treasury programme, with the extension project to provide a further £15,000 of equipment in to the programme. There was a learning element to the project that provided training on the equipment to members of the host organisations. In total the project provided equipment (that can be borrowed) to 22 organisations, with 139 people receiving training.

www.thirdsectorhub.org.uk/commontreasury

Fair Share Youth Fund Grants

A fund available to young people living in either the East Marsh or West Marsh areas of Grimsby to enable them to access activities they would not normally be able to, due either to cost or location. There were 12 applications worth £4,925 which were funded to May 2009 (average grant of £410.42). Seven of these were from the East Marsh (average grant of £432.14) and five from the West Marsh (average grant £380).

The grants have made a considerable impact not just for those taking part but for their wider families as evidenced in the outcomes report returned by the applicants. Those submitting and leading the projects have been inspired to continue to work with and for their communities, with several applying for additional funding to run further projects.

Managing Community Buildings

This year's programme built upon work completed in previous years to enable three former UK On-Line centres to upgrade their computer equipment and IT support. It also helped nine groups to improve their external building environment so they could make their buildings more attractive and therefore participate in Grimsby and Cleethorpes in Bloom competitions.



Criminal Records Bureau Project

The Criminal Records Bureau has been established for six 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 102 organisations registered for the CRB service and the majority of these groups are voluntary and community sector organisations.

To date we have processed over 1491 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 and also the introduction of the Independent Safeguarding Authority (ISA) registration list which will be available in July 2010 and will be a legal requirement for all new members of staff working with children and young people from November 2010.

The CRB project within VANEL has had some staffing changes in the last year and there are now 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 and a Thursday afternoon 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 our CRB Project Officer. We offer Safeguarding Children Training and promote safe working with children, young people and vulnerable adults with all of our members. In addition we have developed an e-learning package on safeguarding which is aimed at hard to reach groups, especially volunteers to enable them to develop basic safeguarding awareness skills at times and in places which suit them.

We are also represented on the Local Safeguarding Adults Board (LSAB) by our Chief Officer which links to our work with Older People via the ENG-AGE group and the Third Sector Healthier Communities and Older People Forum. Safe working with vulnerable adults is promoted via our sector's representation on the Supporting People Commissioning Board and its respective sub groups

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.



Criminal Records Bureau



Reception

A TIME MACHINE

Gerry Johnson, erstwhile employee and now valued volunteer with Voluntary Action, and his sidekick Peter Hewson facilitated a quantum leap into the future and continued a refurbishment to the premises at 14 Town Hall Street that would have done credit to Dr Who in bringing the office into the 21st Century - from a condition that would have been familiar to the original inhabitants of the building.

All rooms were completely re-carpeted, redecorated and repainted giving the building, if not the actual benefit of a TARDIS, certainly an ambience that makes it roomy, fresh, and both more welcoming to visitors and more pleasant for staff. Importantly all improvements were in line with health and safety legislation.

Hot water, available for the first time, should make washing up a pleasure (honestly), and the out-dated sink and taps were replaced. Floorboards were attended to and full electrical rewiring was carried out, new plug-points were fitted. To pierce the darkest gloom fresh lighting was installed in all rooms and, for sartorial effect, new blinds were put up at all windows. Central heating radiators were installed which makes warming the rooms first thing in the winter mornings somewhat less stressful than firing up the old gas stoves. It should be noted that throughout this effort, Voluntary Action like the Windmill Theatre of old, never closed; volunteers and all clients were dealt with and referred to the staff who transferred to Melbourne House next door to maintain a continuous uninterrupted customer service for which

we are respected.

Some interesting glimpses of the former building emerged during the work in a peak into the past; in the hallway the original painted designs, painted straight onto the wall, were visible and some original wall paper could be seen with its pattern and colours of white ground and black and red fleur-de-lis in reception. The ornamental mounting for the lights on the ceiling was carefully preserved.



Portable provision for wheelchair access was installed and in conjunction with Humberside Fire and Rescue and input from Denis Braham (former staff member) a fire safety risk-assessment was made which resulted in an ongoing programme to replace all existing doors with those which are fire-resistant, putting in smoke alarms and signing all exits, all within regulations. Security in this crime-conscious age was not ignored and with the help of the Safer Communities team the yard at the back is now

better protected from intruders using anti-climbing measures and locked gates at the alleyway in the rear. Having consigned the 'past' to the history books the future for the building sees more gardening improvements in the back yard area with the use of benches and furniture for summer outdoor meetings planned - if the sun itself can be persuaded to appear...

This whole process has stimulated ideas on growth and improvement which promotes teamwork and who can say what will happen in the next episode of 14 Town Hall Street's 'back to the future'!

"What will happen in the next episode of 14 Town Hall Street" ...

The Compact

The status of North East Lincolnshire's Compact was a largely unknown quantity at the outset of 2008/09. Initial research indicated a willingness to adopt Compact ways of working in cross-sector partnerships, but use of Compact and its codes was at best limited. Rarely applied in day to day practice in public and third sector organisations, initial work focused on raising awareness.

By the end of 2008, Compact presentations had been delivered to North East Lincolnshire's Council (NELC) Corporate Management Team, Senior Managers and Community Involvement Officers as well as commissioning officers from North and NEL Strategic Procurement Group. This highlighted the need to make Compact more visible. Similarly, presentations to third sector events and networks found little evidence of practical use of Compact.

Voluntary Action North East Lincolnshire's (VANEL) quarterly Compact updates now distil national and local information into a four-page e-briefing to give 90+ Compact member organisations regular information.

Compact Advocacy

Compact has a major role in effective engagement across public and third sectors. Importantly, it gives members somewhere to go where things go wrong in working relationships. However, preparing a case to challenge actions carried out by a partner organisation can be off-putting. This has raised issues relating to VANEL's capacity to carry out advocacy work. It is essential that where breaches occur, a challenge is made sooner rather than later or not at all. The Compact Guidelines for Resolving Disagreements set out clear protocols for dealing with breaches.

Voluntary and Community Action) Public Law Workshop and Masterclass highlighted the importance of public law alongside Compact; there is a clear overlap between the principles and undertakings of the Compact and its codes, and public law responsibilities of public sector bodies. Elements of public law have been flagged in Compact presentations.

Compact Champions

Lack of a Compact Champion network has been a barrier to grass roots engagement. With the re-establishment of the Compact Steering Group to oversee an on-going programme of work, the creation of a working Compact Champion network is a priority for 2009/10. If engagement with Compact is to increase, the role of Champions is fundamental to disseminate good practice and support organisations.

Funding and Procurement Code of Good Practice

2008/09 saw considerable progress in the creation of a single Compact code of practice for Funding and Procurement across North and NEL with a wide-ranging consultation across North and NEL Compact members.

It is clear from the work carried out in 2008/09 that basic understanding of Compact is limited. Its use as a means of support for engagement and relationship building is dependant on developing a far wider understanding of Compact principles and joint undertakings. The 2009/10 work programme places emphasis on further awareness raising and network development.

Compact
working together better together

NAVCA's (National Association for

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Children and Young People's Services Forum

The new Children and Young People's Services (CYPS) Advisor came into post in March 2008. Tasks include:

- Invitations, minutes and all information are sent out via email to all Forum members - keeping organisations abreast of current developments
- Feedback to/from the LSP Change for Children (C4C) Board is also included as a standing agenda item for all meetings. Also a prioritised work programme has been developed in consultation with all members and this is also used to inform our contributions to the LSP C4C Board
- Database which has become a working directory of local voluntary, community and wider third sector organisations with a particular interest in children and young people. It is constantly being updated.

Members have the opportunity to suggest specific updates, key speakers and workshops for the Forum. As a direct result of this feedback, the following items have been covered; an introduction to Contact Point, regular updates on the Young People's Fund, a commissioning workshop tailored for the Third Sector and a safer recruitment workshop. The CYPS Forum has also been heavily involved with facilitating the My Place application for North East Lincolnshire.

Children's Workforce Development (CWD) Programme

- A national project rolled out to raise the level of professional standards within the children's workforce at a local level. Part of the role of the new CYPS Advisor post is to implement this within the third sector of North East Lincolnshire
- A comprehensive information package has been developed, entitled 'Getting Ready' and was put together to provide organisations with up to date information on accessing the facilities on offer. The

pack has been designed so it can be updated and information added/removed as the programme progresses

- Humber sub-regional event was held in Barton in October for foster carers in order to raise awareness of the new fostering standards
- CPO Media were commissioned to engage with children and young people to develop a DVD about what they expect from the staff who work with them. Based on common induction standards, the DVD titled 'Listen Up' is an excellent resource and is used as an introduction to the Children's Trust session for all staff
- Voluntary not Amateur event was held in March 2009 to raise awareness in the third sector of the Children's Workforce Strategy and how to build capacity within the third sector, in readiness for the commissioning agenda
- An e-learning package on safeguarding has been introduced which is particularly aimed at hard to reach groups, especially volunteers in order to enable them to develop basic safeguarding awareness skills at times and places which suit them. We also offer access for small groups of people to the computer suite at Voluntary Action to undertake this training with additional support if required.
- PQASSO quality mark has been purchased for a number of groups to enable third sector groups to meet the required professional quality standards.

Local Safeguarding Children's Board (LSCB)

As a result of a request from the LSCB, information has been collated from 40 voluntary, community and wider third sector organisations relating to staff/volunteer numbers, policies, qualifications and CRB checks. It was presented to the LSCB Executive at its November meeting.

Healthier Communities and Older People's working group

The Third Sector Healthier Communities and Older People's working group (HCOPWG) has taken steps forward since January 2009, using its work programme as a reference point.

The Activities Coordinator pilot has been taken forward by Friendship at Home and Grimsby and District Live at Home. Julie Rigby (Manager, Friendship at Home), Pat Woolliiss (Manager, Live at Home) and Ann-Marie Tuplin (Deputy Manager) have worked with staff from Shoreline Housing Partnership to establish themselves at Casswell House. Some issues have arisen around communication between residents and staff. Options are being investigated as to how this pilot could continue in partnership with relevant housing providers.

Work has begun on establishing baseline standards for engagement and development work in North East Lincolnshire. Voluntary Action (VANEL) staff are using National Occupational Standards as well as other relevant standards. It is anticipated that a brochure tailored to the work that has taken place in North East Lincolnshire could be produced, using examples of good practice. The brochure could include photographs and testimonies as to how such work has added to the quality of life of local people. The Care Trust Plus has also been included in this work.

The Third Sector HCOPWG is currently building up its relationship with Mental Health Services in the light of a changing approach to mental health care. Mental Health Officers will be giving presentations to the group in the coming months to enlighten the Third

Sector on the role that they could play. This will also link into the agenda of the "Big Care Debate" which is part of the proposal of a National Care Service.

The Third Sector HCOPWG has been established as the reporting mechanism for the Pension Credit and Warm Front Partnership, Keep Warm, Eat Well. Citizens Advice Bureau reports to the group on a quarterly basis. Eng-Age members have also joined the group as they have a special interest in ensuring older people have easy access to benefits and pensions credits advice. This link also ensures that Eng-Age members are aware of the wider issues being tackled by the Third Sector.

Work is to be decided on as to how best raise awareness of the Mental Capacity Act and Safeguarding Adults. The group hopes to ensure that the Collaboratives, Eng-Age, Care Trust Plus and NELC all participate in awareness raising exercises.

At present the Chair is Julie Rigby (Friendship at Home) and is co-chaired by Alison Hobbs, Engaging Older People's Coordinator at VANEL.

All of the above is aligned to the Older People's Strategy, A Good Place to Grow Old.



shaping the future

Eng-Age

Eng-Age is now on the brink of standing on its own two feet. The group has developed steadily from being reliant upon Voluntary Action North East Lincolnshire (VANEL) officers to:

- Initiating very successful engagement events at local venues such as Grimsby Central Library
- Being interviewed on BBC Radio Humberside
- Attending local events such as Sussex Recreation Ground open day and New Waltham open day
- Tying in with new partners such as Communities Together, Third Sector Healthier Communities and Older People's Working Group
- Having representatives invited to attend scrutiny panel meetings regarding Fairer Charging policy, transport issues and are kept informed of progress around the recommendations of the Dignity in Care Report.

The group's most important area of work has revolved around improving its communication skills and raising awareness of itself amongst the wider community. After a first year of furiously campaigning on issues such as bus passes, foot care, transport and dignity in care, the group has realised that if it is to continue at the pace it has set itself, new members need to be engaged all the time. Communications and media training were delivered via the Third Sector Hub. This enabled the group and individual members to build up confidence when dealing with the local and regional media. The newsletter sub-group's remit was expanded to incorporate communications generally. A discussion paper for a communications strategy was put together by the Volunteer Support Worker, Ian Brocklebank, which gave the group ideas

about how to tackle communications and increase their profile in the community. This, in turn will contribute towards engaging new members. The Chair, Hazel Osborne also benefited from a Confidence Building course which has helped her to keep the group focused.

It was agreed with VANEL's Chief Officer, Paula Grant that Charlotte Markham and Alison Hobbs should announce to the group that they would be gradually reducing the amount of hours devoted to the group's administration and development from September 2009. However, to ensure that the group is not left 'high and dry' funding has been secured with support from Grassroots Grants and Healthier Communities Fund to continue the production of the Eng-Age newsletter for the next three years. Other options include Help the Aged Development Fund and another Grassroots bid. The group also feels the Ward Councillors fund maybe appropriate to pay for promotional material.

The basic communications infrastructure is now in the process of being put into place such as website development, an email address being set up for the group and the bank account was finally opened in May of this year. All this will ensure that the group can remain in touch with other organisations and events. It ensures that their presence will be assured via internet access which more and more older people take advantage of. The group will also be undertaking a development morning with Third Sector Hub Manager, Karl Elliott.

Eng-Age

Support Group for older persons

Development Workers in the East and West Marsh

The Fair Share project aims to provide infrastructure support for the development of a sustainable voluntary and community sector for the communities in the Wards of the East and West Marsh area of Grimsby. It also aims to improve services offered to local people and groups and nurturing the inception and development of groups engaged in diverse activities across environmental, health and social improvement activities.

The current post holders' roles have focused on working with many different community members and giving them help in many different areas. They have found that some groups just need to be assured that help is out there if "the going gets tough!" Other groups have needed help with funding applications bringing in new group users, CRB signposting and much other signposting to support as and when needed. They have used their existing network contacts and developed new ones for the benefit of the groups and organisations working and wanting to start working in these communities.

Development workers have achieved the following during 2008/9:

- established working relationships with statutory agencies expressing an interest in the Fairshare programme
- supported a wide range of community and voluntary groups operating for the benefit of the two areas by spending time with them on a regular basis.
- worked with the East Marsh Officers Group and the West Marsh Shoreline officers to develop and share good practice and lessons learned
- assisted local groups with other

voluntary and community groups, especially those funded by Fair Share with support from VANEL team

- represented the interests of voluntary and community groups, organisations and residents at the Fairshare panel, wider third sector partnership meetings including the two respective neighbourhood forums
- helped young people in the two areas identify things they want to do and things they want to change and then help them to find funding and other ways of achieving these things using the Fair Share Youth Fund for example
- worked with the FA and Sports Development to secure start date for building of a multi-purpose Sports Arena at West Marsh Community Centre
- delivered two networking events with other Fairshare funded projects and young people to identify their needs and how workers could help them.

During the 2008/9 financial year the two development workers assisted:

- 465 individual members of voluntary and community groups
- 165 young people (under 16) and 30 people aged over 65
- Levered in over £200,000 of additional funding for the area
- Invested £4,000 in supporting volunteer expenses and training
- Produced weekly email newsletters circulated to all local groups
- Contributed articles to East meets West local community magazine.

**fair
share**

Lottery money where it's needed most



LOTTERY FUNDED



Third Sector Hub

After starting up in early 2008, the financial year April 2008 to March 2009 marked the first complete contractual year for the Third Sector Hub programme. Quantitative contractual outputs (number of individuals trained) were met and exceeded (73 against target of 40), spending and budgets were on profile and end of year external monitoring and feedback were all positive and met the funders (Yorkshire Forward) expectations.

Perhaps more importantly, from the point of view of delivery, the first full year of the project was very successful. Many individuals were trained, organisations were helped to promote themselves at our Showcase event, initiatives were started and developed to help groups improve their skills and sustainability and a number of groups were supported on a one to one basis.

Richard (Contract Manager) and Vicky (Administrator) were already in post prior to the start of the year; third sector partnership groups had been established and the initial Hub website and marketing was in place. Karl (Hub Manager) joined the team in June 2008.

Our major event of the year was the Third Sector Showcase event held in September 2008 at the Grimsby Auditorium. Around 50 third sector organisations exhibited. 30 more displayed information and collectively organisations were given the opportunity to raise the profile of our local third sector. The Hub officially launched at the event with a VIP briefing and walk-around. The Showcase event concluded with entertainment from groups in the sector.

During the year, the Hub began a relationship supporting the Eng-Age group, which helped the Hub develop future plans for one to one

support for local organisations.

The Third Sector Hub acts as a focus for information and support and much of the year was spent putting solutions in place to empower the Hub going forward. The Hub website was developed, evolved and later in the year, re-designed and launched. Back-end knowledge and database support was developed to co-ordinate data, IT systems were upgraded substantially and training was undertaken for Hub staff.

The Hub also supports the Third Sector Partnership and over this year was involved with the Third Sector Forum and working groups by developing online websites to support the groups by providing secretariat support and by co-delivering at a number of Forum events.

Work on the training facility at Melbourne House was completed this year. IT systems were upgraded, a projector screen fitted, more media and IT equipment purchased and a coffee machine was installed. Work began on encouraging external trainers to use the IT suite facilities for IT courses.

Towards the end of the year, experience and feedback was used to redesign the Third Sector Hub support programme going forward into 2009/10. The number of ways in which the Hub could offer developmental support to the sector is extensive, and resources limited. So a number of critical topics were selected through which the Hub would focus its delivery and initiatives. Three major workstreams are to be; good governance (trusteeship and leadership), sustainable funding and communication. More specific support on effective IT and development of capital assets would be added in as well.



North East Lincolnshire Local Involvement Network (LINK)



Local Involvement Networks (LINK) were established in April 2008 to give local people and the community the opportunity to have their say on how local health and social care services are run, planned and developed. There is a LINK in each local authority area across England. In North East Lincolnshire, Voluntary Action North East Lincolnshire (VANEL) hosts the LINK.

During this period North East Lincolnshire Local Involvement Network (NEL LINK) has established its identity within NEL and developed good working relationships with the providers and commissioners of health and social care services, the Care Trust Plus (CTP), Northern Lincolnshire and Goole Hospitals NHS Trust, East Midlands Ambulance Service, the Overview and Scrutiny Committee and North East Lincolnshire Council. Membership has continued to grow and the LINK profile raised.

NEL LINK launch was a big success, with over 160 people turning up on the day. Children's entertainment was excellent, with children and adults having their faces painted and being entertained by 'Bobby Bubbles'. A 'Have Your Say' Board was very well received, the logo was chosen and the Governing Body elected. Feedback forms completed by the public were very complimentary.

The Governing Body then elected a Chair, Mr Ray Waters and four sub-group leads which look at issues within primary care (doctors, dentists), secondary care (hospital), mental health and social care. Governance structures have also been put into place.

The Governing Body meets monthly to discuss issues raised within the community, and monthly LINK meetings are used as an opportunity for new members to come along and meet members and access training, participating in work shops and consultations.

Work streams are identified by the community and NEL LINK completed a piece of work in their first year on hospital discharge which was submitted to North Lincolnshire and Goole Hospitals NHS Trust. LINK members have participated and commented on the Annual Health Care Declarations that all NHS providers and commissioners are required to submit by the Health Care Commission (now the Care Quality Commission, CQC) on an annual basis. NEL LINK also worked with the CTP on the consultation of the Joint Strategic Needs Assessment (JSNA) to feedback their comments.

To find out how you can have your say and make a difference in local health and social care provision contact the LINK office on: Freepost RRZL-SBYU-SZRE, 14 Town Hall Street, Grimsby, DN31 1HN. Telephone **01472-325437**, website: www.nellink.org.uk or e-mail: link@vanel.org.uk



The LINK launch

Directors and members

Affiliated Members

19th (Grimsby) St Hugh's Scout Group
 3rd Cleethorpes Scout Group
 Age Concern (Cleethorpes)
 Age Concern (Grimsby)
 Arthritis Care
 Artlandish Ltd
 Barnados Lincs Training
 Cambridge Park Residents' Association
 Carelink
 Christian Action and Resource Enterprise
 Churches Together in North East Lincolnshire
 Citizens Advice Bureau
 Cleethorpes and Grimsby Riding for the Disabled
 Cleethorpes Memorial Hall
 Cleethorpes Senior Citizens Club
 Communities Together
 Community Chest
 Community Economic Regeneration Team (CERT) **Neil King (trustee)**
 CPO Media **Stephen Ryder (trustee)**
 Crossroads Care Attendant Scheme
 Crown Court Witness Service
 Cruse Bereavement Care
 Dial-A-Ride
 Doorstep
 East Marsh Involve
 Fairfield Pre-Nursery Group
 Foresight **Paul Silvester - Chair (trustee)**
 Friendship At Home
 Grimsby and Cleethorpes YMCA
 Grimsby and District Live at Home Scheme
 Grimsby Central Hall Trust
 Grimsby Neighbourhood Church
 Grimsby Town Cricket Club Community
 Coaching
 Grimsby and Cleethorpes Sunday Football League
 HANWAG
 Harbour Place Day Centre **Allen Young - Vice Chair (trustee)**
 Havelock Academy
 Homestart
 Immingham Cyber Café
 Immingham Forward
 Islamic Association of South Humberside
 Kids Like Kane
 Kingsway Lincs Trust
 Lincoln and Lindsey Blind Society
 Lisle Marsden Childcare Centre
 Macaulay Area Action Group
 Magic Moments
 MIND

New Life Christian Fellowship
 North East Lincolnshire Arts Forum
 North East Lincolnshire Care Trust Plus
Christine Bromley (trustee)
 North East Lincolnshire Carers' Support Unit
 North East Lincolnshire Credit Union
 North East Lincolnshire Mental Health Service Users Forum **Lesley Brown (trustee)**
 North East Lincolnshire Motor Project
 Parentalk North East Lincolnshire
 Rape Crisis
 Second Avenue Resource Centre
 Shoreline Housing Partnership Ltd
Phil Thames (trustee)
 St Aidan's Church and Community Centre
 The Goodwill Motorists
 The Samaritans
 The Stroke Association
 Victim Support **George Baker (trustee)**
 Vulnerable and Intimidated Witness Service
 West Marsh Development Trust
 West Marsh Forward
 Witness Service
 Womens Aid
 Yarborough Forward

Associated Members

Genesis Training Consultancy
 Medulla (UK) Ltd
 Jobs 4 All
 Cleethorpes South Forward
 Hainton, Heneage and Park Forum
 Independent Trainer
 Best 2 Learning
 Phoenix Community Group
 Working Links
 Catholic Community of North East Lincolnshire
 Nunsthorpe and Bradley Park Tenants and Residents Association
 Friends of the Freshney
 All To Go Clearances
 Get Hooked on Fishing North East Lincolnshire
 North East Lincs Arts Forum
 Nunsthorpe Together Ltd, Parish Office

Further Trustees

Help the Aged **Margaret Craknell - Treasurer**
 North East Lincolnshire Council
Colin Bulger
 North East Lincolnshire Council
Steve Beasant

Services and contacts

We provide a range of support and advice services including:

Chief Office: Paula Grant - **01472 231123** email paula@vanel.org.uk

Affiliation

Membership of Voluntary Action is open to all local charities and community organisations. Contact Peter Hewson on **01472 231123** or email peter@vanel.org.uk

Association

For those organisations who do not meet our affiliation criteria we are pleased to welcome them as associate members. Contact Peter Hewson on **01472 231123** or email peter@vanel.org.uk

Volunteer Centre

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 volunteering opportunities. Contact John Mooney or Emma Mathias on **01472 231123**, email volunteer@vanel.org.uk or view vacancies online at: www.do-it.org.uk

Voluntary Action Newsletter

ACTION is a quarterly newsletter containing local and national information of relevance to the voluntary sector. Contact us with details of events or projects you want to publicise. The newsletter is distributed free to affiliated members. Contact Charlotte Markham on **01472 231123** or email charlotte@vanel.org.uk

Criminal Records Bureau

Organisations can access important criminal and other information about potential employees and volunteers for recruitment purposes. Contact Kerry Gilman on **01472 231123** or email kerry@vanel.org.uk

North East Lincolnshire Local Involvement Network (LINK)

A new 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 on **01472 315437** or email Link@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. Contact Kerry Gilman on **01472 231123** or

email kerry@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. Contact Peter Hewson on **01472 231123** or email peter@vanel.org.uk

Payroll

The payroll service takes the hassle of PAYE and pensions away from small charities. The service can cater for a single or multiple employees. Contact Eddie Weeks on **01472 231123** or email finance@vanel.org.uk

Third Sector Partnership

For any information or issues regarding the Third Sector Partnership (TSP) and its development, or the Third Sector Partnership Hub please contact Karl Elliott (TSP Hub Coordinator) karl@vanel.org.uk or Richard Wendel-Jones (TSP Contracts Manager) richard@vanel.org.uk or call **01472 231123**

East Marsh Development Worker

This role is to develop new and existing projects in this area. Contact Alan Burley on **07947 515 579** or **07862 277 435** email alan@vanel.org.uk

West Marsh Development Worker

This role is to develop new and existing projects in this area. Contact Neil Barber on **01472 722122** or email neil.vanel@live.com

Engaging Older People Co-ordinator

To improve the links between older people and the services that are available to them. Contact Alison Hobbs on **01472 231123** or email alison@vanel.org.uk

involved

The **v** project is aimed at 16 to 25 year olds to recruit, train and support them and to support organisations wishing to engage with this age group as volunteers. Working alongside the Volunteer Centre there are a wide range of opportunities locally and further afield. Contact Jenny Hodson on **01472 231123** or email vteam@vanel.org.uk or visit www.vinspired.com

