



**Southampton
Voluntary Services**

Adapting To Change



Annual Review

April 2010 - March 2011

This is a summary of our activities over the past year.

If you would like to know more about the work we do, or how we can work with you, there is a full Annual Report available on our website or as a hard copy.

We would also be very pleased to talk to you about our work.

Please look on our website: www.southamptonvs.org.uk
or give us a ring on: 023 8022 8291



Adapting To Change

This annual review covers the year where we have set our theme as **'Adapting to Change'**, a theme that has been common throughout the voluntary, public and private sectors. However, throughout these times of change we have continued to make a real difference to our member organisations and the variety of people we seek to support. Through difficult times Southampton Voluntary Services have stayed true to our values, visions and aims of **promoting voluntary action** and volunteering, providing effective **independent support**, giving a strong **voice for the voluntary sector** and delivering public benefit through provision of **quality services** to some of the most in need and disadvantaged people in Southampton.

For the voluntary sector generally it has been a time of **'stretch and strain'** with rising demand for services as the recession and rising unemployment has increasingly impacted on peoples lives. This is alongside resource pressures ranging from reduced public sector funding, greater competition for scarce charitable trust funds and declining donations by both businesses and the general public. A number of major funding streams came to an end on 31st March 2011 and as a sector we are largely at the **'end of the food chain'** for decision making as the implications of the autumn and winter public funding settlements and associated policy priorities work their way through from national government level to local public bodies. Those in turn have grappled with how to do all they need to do whilst balancing the books and simultaneously restructuring and reducing staffing.



Doing It For Love Event

Key highlights of the year include:

- Leading the successful bid for pump priming **Big Local** funding for Harefield, on behalf of the group of local agencies looking to work with local groups and people to develop capacity and opportunities in the area through a £1m Big Lottery funded 10 year programme;
- Strategic development work through the **Children and Young People's Alliance** to support the sector to adapt to changes within Children Services and Learning Directorate and newly introduced Locality working arrangements;
- Completing the **final year of Capacity Builders** programme which included commissioning the development of a quality standards tool, providing two specifically commissioned training courses, 'Demonstrating Outcomes' and 'Preparing Successful Bids for Statutory Contracts and Grants', as well as sector support for Personalisation including the development of an information hub and bursary scheme;
- Reviewing and updating our IT systems including installing a new server and rebuilding our **new website**. Additionally, the increase in targeted electronic based communication with our member organisations and updated factsheets and good practice guides
- Launch of the **Free Community Paint Scheme** for voluntary groups with business partners PPG Architectural Coatings and Carillion.
- Successfully delivering the **V-Steps** programme as part of the Anti Poverty pilot scheme in partnership with Sure Start Centres and Job centre Plus to help parents explore their route back into employment and training through volunteering opportunities
- Securing Department of Health funding to sustain our **Safe In Sound** peer led outreach project for young people that address issues around risky behaviour, alcohol, drugs, sexual health and the night time economy
- Progressing the Southampton Volunteering Action Plan by organising a Valentines Day breakfast seminar aptly titled **'Doing It For Love'**, in partnership with Business Southampton, where colleagues from the voluntary, public and private sectors came together to share ideas surrounding how through increased corporate social responsibility and practical business engagement with the voluntary sector we can work together more effectively to tackle social issues and improve things for people in Southampton.

Promoting & Supporting Volunteering in the City



A key component of the work of the Voluntary Sector Support Team is promoting and supporting volunteering throughout the City. This includes working with a broad range of voluntary and statutory organisations, which are part of the Volunteer Co-ordinators Group, to develop their volunteering opportunities, capacity and skill base to effectively to recruit, induct, train and support their volunteers. This ensures safe and best practice is in place and that individuals have a positive and fulfilling experience in their volunteering roles.

In the last five years we have seen an almost **700% increase** in the number of new volunteer registrations, highlighting the positive progress and interest of volunteering within Southampton and the shift towards volunteering becoming an essential part of the fabric of culture. The Voluntary Sector Support Team has supported member organisations to update their volunteer opportunities, in line with the changing volunteer profile, and promote these opportunities through the tools such as the Do It website and **Volunteering Information Sessions**, held at the Voluntary Action Centre. With 2011 being the European Year of Volunteering we are set to see a continued increase in volunteer enquiries. Use 2011 European Year of Volunteering logo

In 2010-11 two Southampton Voluntary Services led projects have contributed to Southampton City Council's priority of **"Getting the city working"** and the SVS vision of "a City in which all people are inspired to make positive contributions to their communities"

- The Volunteering Development Team has, in partnership with Southampton Job Centre Plus, actively engaged those who are unemployed for at least six months to take on volunteering to improve their work skills and enhance their C.V's. This resulted in successfully placing **65 job seekers** into voluntary work with a high proportion going on to paid employment.



- As part of an anti poverty pilot SVS has co-ordinated the Volunteering S.T.E.P.S. (Southampton Takes Employment for Parents Seriously) project. The delivery team at SVS have exceeded all targets resulting in **25 parents becoming involved in voluntary activity**. There has also been an increase in local volunteering opportunities as a result of the project.

Together with our partners at Southampton City Council we have successfully run two **Volunteer Certificate Scheme** presentations. This has recognised and celebrated the contribution of over 80 exceptional volunteers in the city.



Celebrating SVS volunteers

In all aspects of SVS work and service delivery we have teams of active volunteers who continually enhance our work and the services we offer to the public. Some of our SVS volunteers have themselves experienced unemployment, whilst others have additional support needs, so our experience in working with and involving them provides an excellent grounding for the work we do in encouraging others to actively involve volunteers.

To thank volunteers from across the organisation SVS marked the International Day of Volunteering by holding a celebratory "You are All Stars" Supper and Entertainment evening for all SVS's 80+ volunteers.

SVS volunteers in action

Peter

"I am an ex-serviceman and have spent several years in homeless services. Since being involved with the SVS Task Force I have been attending the allotment and have also helped on a decorating project for someone who has had mental health problems. The allotment project helps me with my mental health problems. It helps me to keep my hand in, doing something, helping me get ready for work in the future. The NOCN qualification has helped me relearn the techniques of planting again and working as a team. I was very proud to be part of the project. I have also completed a British Red Cross 'Save a Life' accredited course, played in the Homeless Partnership Football Tournament and attended the Service User Group held at SVS."



Susie

"I have been volunteering with Southampton Voluntary Services Young Carers Project for 4 years. I feel that I am making a difference for these young people and the bonus for me is that I get to take part in activities I might never have tried."



James

"I have been volunteering with Southampton Voluntary Services for a while now, helping out as part of the admin team. This is giving me great experience to put on my CV as I eventually hope to get a paid job."





Voluntary Sector Support Team

As the umbrella body for the local voluntary sector SVS aims to 'promote voluntary action' – providing it with a **strong voice**, giving effective **independent support** and **development expertise** to local voluntary and community groups ensuring that we are the foundation stone of our sector and play a crucial part in enhancing community engagement and civil society.

“Our funding for the last 2 years resulted from advice from SVS. This has allowed 11 author visits to schools, benefiting over 500 children and their teachers. SVS has also helped us with constitutional matters, safeguarding children practices and writing policies. We would have been unable to provide such an effective service without this help.” **Southampton Books for Children Group**

Our representational and development work is informed by local expertise and strong links with **national sector organisations**. As the only local body to hold both key national quality standards accreditation, from NAVCA and Volunteering England, our members and funders can be assured that we fulfil our sector support roles soundly, effectively and utilising best practice.

“Highfield Residents Association involvement with SVS goes back some 20 years now and they have been instrumental in helping many community groups become established and develop into successful organisations capable of supporting their own neighbourhoods. This has been as a direct result of the many training courses and presentations they have hosted, the administration of the previous Community Empowerment Fund and ongoing general assistance with fund raising and perhaps most importantly, network development. We would certainly not be where we are now without their early support. Thank you SVS.” **Highfield Residents Association**

Our small, experienced team offered information, training, one to one input and independent support and advice across the wide span of voluntary sector specific governance, operational, volunteering and policy issues which we and our nearly 500 member organisations face on a daily basis. The Voluntary Action Centre also provides a resource base for local groups to use.

In **supporting our member organisations** we have provided a varied and widespread program of development including input on:

- Constitutions, legal structures, regulation and compliance
- Committee and trustee development
- Funding advice, bids and financial management guidance
- Recruiting and managing staff and volunteers including training, support and development as well as performance management, disciplinary and grievance issues
- Operational policies and procedures including Health and Safety, CRB and safeguarding children and vulnerable adults, information sharing and data protection
- Compliments and complaints

“The support from SVS has given us excellent volunteers who support our whole social enterprise. We would not have had the capacity to create and support the jobs we have without our volunteers. There aren't enough of you-SVS is vital-the city really needs you!” **Who Made Your Pants**

For SVS, alongside our member organisations and the wider sector, this has been a year of unprecedented uncertainty however it has also been a year where SVS has led in key areas to **support the sector to adapt to change**. This includes:

- Providing a safe haven in which organisations can address problems and issues and get independent information and guidance;
- Reporting on a local and national level on the impacts of funding reduction for our sector;
- Following on from sector support during the Southampton City Council grants review SVS has continued to help voluntary organisations identify new funding sources and opportunities as well as ensuring the sector is equipped for contracting and tendering;

“We are really pleased that in 2010 we were able to support six Southampton charities with grants totalling £150,800. In respect of this, I would like to thank you for your work in raising awareness of the Foundation among charities eligible to apply for funding. I would also like to highlight the very positive comments I heard about the level of support provided to charities by SVS in respect of supporting organisations' development, governance and management and helping them develop their capacity and ability to seek funding.” **major trust fund manager, Lloyds TSB**

- As part the work with the Children and Young People's Alliance, progressing the Workforce Development training programme, including online services;

“SVS has provided excellent training on essential topics relating to running a group. It has made us more efficient and knowledgeable in the running of our group.” **South Hampshire Deaf Children's Society**

- Providing briefings and training sessions to support the sector to adapt to change in Government policy and make a reality of the Big Society concept;
- Conducted a questionnaire to our member organisations seeking their views of how we can best support them in the coming year and how we can help broker groups sharing resources or back office functions and facilities;
- Offering training and development opportunities including volunteer management , use of social media , health and safety and first aid, independent examination of accounts, safeguarding, ISA and CRB, fundraising and writing funding bids;
- Providing the CRB umbrella service for a growing number of local groups;

“We most value that you have identified potential volunteers and helped with CRB check procedures.” **Wessex Cancer Trust**

- As partners of Hampshire and Isle Of Wight Community Foundation supported groups applying for Grassroots grants.

“We value the independent advice and guidance provided by SVS as well as support with training and volunteer co-ordinating. This has increased our volunteer support. Support with funding bids has lead to funding of a key service.” **Positive Action**

Throughout the year SVS has listened to members concerns and taken a proactive role in representing their views and interests thus providing a voice for the sector, locally and nationally

- Deputy Chief Executive, Phil Lee, was part of the NCVO Public Service network delegation to meet the Prime Minister to discuss the needs of the sector and impacts of the government policy and cuts;



- Coordinated, consulted and provided support for the sector on a three year savings proposal within Children's Services and Learning;
- Arranged a number of opportunities for the voluntary sector to directly engage with key developments and people in the city. These have included meeting with Bob Deans, Chief Executive of the PCT, Penny Furness Smith, SCC Executive Director of Health and Social Care, contributing to the Joint Strategic Needs Assessment and a major 'Health Changes' conference. From SVS “we most value the impartial advice and access to key issues.” **Parent Support Link**
- Organised voluntary sector representation in the city's key strategic partnerships including the Local Strategic Partnership which is now Southampton Connect;
- Consulted on and fed into the Office of Civil Society consultation on Infrastructure Support for our sector.
- From SVS “we most value the provision of a platform and information on changes.” **East Bassett Residents Association**

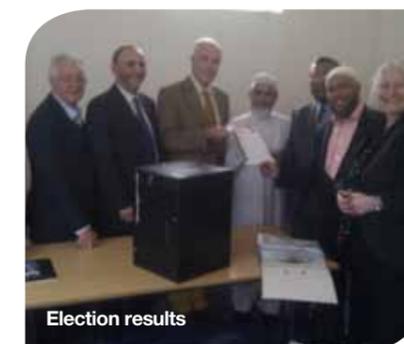


Example of VSST work

Over 8 months input, with others, SVS assisted Shahjalal Mosque and Islamic Centre with its comprehensive governance review, development of children's safeguarding policy and CRB checks, as well as adoption of a new Constitution, organising well contested elections with over 90% turnout followed by induction and handover of working files to the new Committee trustees to now take forward the charities work for its community.

Cllr Roy Perry commented that,

“As independent Commissioners invited to oversee the election, we can certainly testify to the integrity and efficiency of the organisation of the election. That efficient organisation is a tribute to the Trustees of the Mosque and Jo Ash of Southampton Voluntary Services“





All of our SVS services are operated in partnership with other voluntary and statutory bodies and our thanks are due to them for both their tangible (especially monetary) support as well as for their willingness to share ideas, expertise and work collaboratively with us. We also receive practical support and help from a wide variety of private and voluntary sector partners to whom again a big thank you is due. We genuinely appreciate the trust and confidence all our supporters place in us.

SVS's Services to the general public have adapted to change to continue to serve some of the most vulnerable and disadvantaged people in the City in increasingly difficult times.

Family Projects has had another year of successfully working with families across the City to enable them to address their complex needs. It has been a challenging year of changes on many levels requiring us to review our service and make some hard decisions whilst continuing to support the families in our unique way.



Parents have been supported to address their individual issues through group work whilst their children have had stimulating developmental play opportunities in our Ofsted registered crèches.

Children's and adults health needs have been addressed throughout the year including a Health and Wellbeing visit to St Mary's Stadium by the Fathers group who had health checks that gave some of them quite a wake up call and resulted in lifestyle changes. We have also covered topics including internet safety, education and employment skills. Once again we have delivered two very successful Incredible Years Parenting courses that had an 80% completion rate.

Family Projects once again co-ordinated the city's annual toy appeal making sure those children most in need in the City received a gift at Christmas. At the launch of the appeal this year we were very pleased to be supported by The Right Worshipful, The Mayor of Southampton Cllr Carol Cunio, Fred Dinenage of Meridian TV and the school children from Springhill Catholic Primary School who provided some excellent entertainment.

Over shadowing the success of this year though has been the impending reduction of funding by 50% for the 2011-12 financial year which required us during the last quarter of the period covered by this report to start to reconfigure and amalgamate groups with an overall reduction of groups and local accessibility to parents from April 2011.

The **Young Carers Project** has engaged with and supported 173 young carers aged 8-18 whose lives are affected by caring for an unwell or disabled family member, with 28% of these young people caring for more than one member of their family.

The project has offered these young people tailored and holistic support packages that could include one to one or group work both in and out of school, needs specific workshops and invaluable respite opportunities including days out, weekends away and access to a range of activities.

We have seen a 30% increase on the previous year in the types and volumes work undertaken and the amount of contact had with young carers. This has all been whilst restructuring the project in line with new contractual obligations. One young carer, aged 15, commented that

"the Young Carers Project do an amazing job. Sometimes I really don't know where I would be without them".

Highlights of the year have included three young people being recognised for the contributions they make to their families through the 'I Am Southampton' awards. One young person also had the opportunity to travel to 10 Downing Street and be presented with an award from PM David Cameron, having been a finalist in 'Britain's Kindest Kid' competition.



City Shopmobility provides wheelchairs, powerchairs and mobility scooters for use in Southampton City Centre, as well as a Shopping Companion service. We also provide long term loan of manual wheelchairs, crutches and portable mobility scooters. The key factor in our work is an underlying commitment to keep disabled and older people, with long or short term medical conditions, mobile and independent. Our service extends to those with temporary disabilities, with the aim of allowing all people, whatever their mobility impairment, to enjoy their city centre.

Our service helps its users maintain, and in many cases regain, their independence. Allowing people access to shops, facilities, public services and city events promotes equality for users and decreases social isolation for people with mobility problems. Our customer feedback regularly confirms the importance of our service to its users and also the high quality of the service provided.

"The staff are very welcoming...I know I can go in and have a chat to them as I'm on my own and they help me with problems. I would be lost without them as it is a lifesaver to get around town... I can go around freely and not in pain".

This has been an extremely challenging year for City Shopmobility, arguably the most challenging in the service's 12 year history due to proposal to withdraw all funding to the service. The proposal prompted much distress and outcry from our users and other disability groups which led to the council maintaining funding albeit at a reduced level.



Highlights of the year have included an increase in overall service use by 8.5% and the registration of over 400 new customers.

The work of the **Street Homeless Prevention Team** improves the life chances of some of the City's most visibly marginalised people particularly those most imminently at risk of being street homeless. Trends in homelessness have changed including the age of people getting younger with 51% of people under the age of 31.

Throughout the year the team have conducted twice weekly outreach sessions, managed the risk of eviction scheme and conducted daily day centre hostel referral sessions, seeing a 61% rise in the numbers of people regularly attending. SHPT have continued to co-ordinate a volunteering and befriending scheme providing those with a homelessness/rough sleeping background opportunities for education, training and employment. SHPT also operates several projects which provide the first steps in personal development and lies at the heart of people sustaining their accommodation. This also leads to a positive life style change conducive to a life away from the streets. We have been pleased to attract additional funding to support elements of this work including funding from Comic Relief and Saints in the Community. The highlight of the year has to be the allotment project's participation in the Eden Project Places for Change garden at the Chelsea Flower Show last summer-a real achievement by all those involved.

"The Street Homeless Prevention Team supported and found me some safe accommodation and offered me some structured opportunities to change my future for the better. A volunteer from the Befriending Service supports me with my college work, as I have dyslexia. Karen helped me enrol in a work based - horticulture course at Sparsholt College. Today my life is a far cry from my time spent on the streets." Jay, service user



Safe in Sound has had considerable success in securing funding enabling it to redevelop with a new direction focusing on all health issues, not just drugs. The redevelopment of the project has included appointing a new member of staff and increased volunteer development such as the expansion of outreach team, and development of volunteer team leader roles alongside the development of two new volunteering roles.

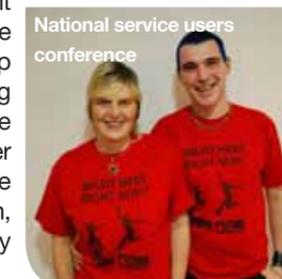
The project now has a broader focus on all aspects of health risk behaviour and the night time economy – moving forward from a focus purely on substance use to take into account the interrelationship between personal safety, sexual health alcohol and substance use. We have also focused on harnessing expertise, through volunteering and in partnership with the City's two universities, in the design of campaigns incorporating up to date research on influencing behaviour change.



MORPH provides advocacy and a users voice for (ex) drug users, utilising the personal knowledge and experience of our volunteers and 2 workers to assist some of the City's most vulnerable citizens. Our work helps individuals go from chaotic, dangerous, despairing lives to become happy, healthy, independent, productive members of their communities.

Throughout the year we have continued to provide a weekly drop in session, produce a regular newsletter, co-ordinate an e warning poster scheme for bad gear and facilitate opportunities for peer support.

Highlights this year include work towards changing professional and services attitudes towards drug users so that more responsive pathways and successful engagement can be developed and maintained. This included co facilitating training with the Royal College of General Practitioners wide range of professionals locally and nationally including GP's, drug workers and nurses, as well as joining the Integrated Drug Treatment System Management Board at HMP Winchester which dovetails drug treatment both in and out of prison. We have also worked in partnership to deliver Hidden Harm training across the City and with the City's two universities to deliver drug related training to a range of medical, mental health, criminology and psychiatry students.



SVS Staff, and how to contact us (as at August 2011)

All staff except the Shopmobility service operate from the Voluntary Action Centre.

All staff can be contacted by email: initial.surname@southamptonvs.org.uk We are happy to meet up with groups outside of office hours, so do give us a ring, this may be particularly useful for committee members who may be busy with other things during the day. All areas of work within the organisation are supported by trained volunteers. Our thanks go out to all of them.

Staff based at the Voluntary Action Centre

Kingsland Square, St Mary St, Southampton, SO14 1NW

Telephone: 023 8022 8291
Opening hours: Monday – Thursday 9.30am – 4.30pm,
Friday 9.30am-4pm

Late night opening until 7.30pm on the first Thursday of every month for help with group support or volunteering enquiries.

Voluntary Sector Support team

Jo Ash	Chief Executive
Philip Lee	Deputy Chief Executive
Louise Evans	Small groups and Volunteering Worker (p/t)
Auran Sood	Adults & Learning and Skills Development worker (p/t)
Megan Marks	Development Worker (p/t)
Cassy Quinn	Development and Admin Internship (p/t)
Julie Marron	Volunteering Development Team Leader (p/t)
Anna Hutchings	Volunteering Development Worker (p/t)
Karen Ringwald	Volunteering Development Worker (p/t)
Rob Kurn	Health Development Team Leader
Roxanne Kalidas	SLINK Development Worker (p/t)

Finance and Administration

Jude Perrott	Finance and business controller (p/t)
Rowena Singh	Receptionist / administrator (p/t)
Debbie Sutton	Receptionist / administrator (p/t)
Joe Alsford	Receptionist / administrator (p/t)
Caroline Webb	Receptionist / administrator (p/t)
Sue Vine	Cleaner (p/t)

Family Projects staff

Di Barnes	Team leader
Jacqui Honeywell	Project worker
Debbie Connis	Project worker (p/t)
Sarah Baker	Project worker (p/t)

Plus sessional playworkers

Young Carers Project team

Julie Marron	Young Carers Team Leader (p/t)
Suzanne Channer	Young Carers Project Worker (p/t)
Anna Hutchings	Young Carers Project Worker (p/t)
Jo Payne	Young Carers Project Worker (p/t)
Kerrie Spooner	Young Carers Project Worker (p/t)

MORPH

Simon Parry	MORPH project co-ordinator
Sue Tutton	MORPH project co-ordinator

Safe In Sound

Rob Kurn	Team Leader
Anthony Douglas	Project Admin Worker

Staff based at City Shopmobility Service

7 Castle Way, Southampton, SO14 2BX

Telephone	023 8063 1263
Opening hours:	Monday – Saturday 9.30am-5pm
Lilah Turtle	Co-ordinator
Sue Perrin	Assistant co-ordinator (p/t)
Richard Wilson-Smith	Office assistant (p/t)

Plus volunteers

SVS Executive Committee

Elected representatives (as at August 2011)

Mr R Stubbs	Chair
Mr M Treasure Jones	Vice Chair
Mr C Warburg	Honorary Treasurer
Ms M Carnegie	
Mr M De-La Haye	
Mr P Keeley	
Mr S Mantle	
Mr L Slack	
Mr D Wrighton	
Mr K Liles	

Southampton City Council nominated representatives

Cllr N Fitzgerald
Cllr E Daunt

Ex-Officio members

Dr G Watkinson	Southampton City Primary Care Trust
Mr G Henderson	Probation Trust

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