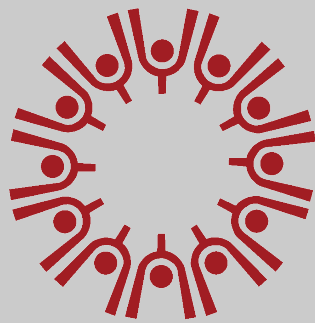


BASILDON, BILLERICAY & WICKFORD COUNCIL FOR VOLUNTARY SERVICE

**WORKING IN PARTNERSHIP IN
BASILDON, BILLERICAY & WICKFORD**



ANNUAL REPORT 2011

CONTENTS

| | PAGE |
|---|------|
| BBWCVS—Vision, Mission & Values | 3 |
| BBWCVS—What We do | 3 |
| Trustee Board, Staff & Volunteers | 4 |
| Chairs Report—John Robb OBE | 5 |
| Chief Officers Report—Chris Evans | 6 |
| Community Development Project—Artak Poghosyan | 7 |
| Development Services Manager—Pam McCarthy | 9 |
| The Volunteer Centre—Sharon Chan | 12 |
| Treasurers Report—Gerry Ryan BBS, FMA | 14 |
| Thank You to Our Funders | 15 |
| BBWCVS Members 2010-11 | 16 |

BBWCVS — OUR VISION, MISSION & VALUES

BBWCVS' vision is of a fair, vibrant and open society that encourages and is supported by voluntary and community action.

BBWCVS' mission is to promote, develop & facilitate a thriving, effective, sustainable and influential voluntary sector in Basildon, Billericay & Wickford.

BBWCVS work is guided by values that promote equality of opportunity, participation, co-operation, partnership and democratic involvement.

We promote local voluntary and community action in order to combat poverty and disadvantage, and improve the quality of life for groups, communities and individuals.

BBWCVS — WHAT WE DO

BBWCVS undertakes 5 core functions:

- **Development Work**: identifying local needs, working with others to develop appropriate actions and working strategically to benefit the local voluntary & community sector
- **Liaison**: helping to maintain links with a wide range of voluntary & community organisations and promoting cross sector relationships
- **Representation**: enabling the local voluntary & community sector to present its views to statutory sector agencies through consultation, networking, forums, seminars and workshops
- **Support Services**: funding, financial, management & constitutional information and advice, training, newsletters and mailings
- **Strategic Partnership Work**: working with the Local Strategic Partnership (LSP), helping to develop the Voluntary Sector Compact, participating in neighbourhood regeneration and working with other statutory bodies at a strategic level

BBWCVS hosts the Volunteer Centre which provides a volunteer recruitment, placement and support service to residents & voluntary and community organisations. We also manage the Community Development project at Queens Park in Billericay & Craylands/Fryerns East in Basildon.

CURRENT TRUSTEE BOARD

John Robb - Chair (BDVC)
Stella Calkin - Vice Chair (Independent)
Gerry Ryan - Treasurer (Independent)
Amy Dowd - Pathfinders
Don Sydney -TGACC
Paul Nagle - BDAA
Angie Cahill - BATIAS
Carole Cecile - BATIAS

Representatives from External Organisations

Sallyanne Thallon—Essex County Council

CURRENT STAFF

Chris Evans - Chief Officer
Pam McCarthy - Development Services Manager
Sharon Chan - Volunteer Centre Manager
Artak Poghosyan - Community Development Manager
Becky Walsh - Office Administrator
Donna Plakthienko—Finance Officer
Jackie Reynolds— Office Administrator

VOLUNTEERS

Reliable volunteers are really important to BBWCVS.
We would like say a big THANK YOU to all our volunteers.

CHAIR'S REPORT - JOHN ROBB, OBE

I welcome this year's annual report as it provides an opportunity to reflect on past achievements, on what's changed, and whether we have made a difference.

In the past year much in our external operating environment has changed greatly. The election of a new coalition government, the launch of the Big Society and public expenditure cuts have all presented new challenges.



At the CVS we have made rigorous effort to address these and turn these challenges into opportunities.

Our Big Society conference was a first for the voluntary sector in Essex and helped shape and inform our local debates. Attended by academics, councillors, MP's and voluntary and community groups the event highlighted new ways of working and showcased a range of successful projects.

As a CVS we have welcomed the governments' recognition of the importance of the voluntary and community sector, and the effort to encourage people to get involved in their local communities. However, the risk is that these good intentions are lost in a tidal wave of cuts. To that end we have made vigorous efforts to increase the amount of investment in the sector locally, as well as seeking to diversify our funding streams. We have done this through our highly successfully funding project which brought in over £600,000 of new investment into the borough, and through our support of the Funding Fayre in Castlepoint.

New investment also meant that we were able to continue our successful programme of funding workshops, as well as ensuring continuity for our Supported People project. Our thanks go to our funders Fowler, Smith & Jones, the Big Lottery and Lloyds TSB for supporting these initiatives.

At the same time we continue to listen and engage with our membership. Feedback remains positive and I am therefore pleased to report a small increase in our membership during the year. This vote of confidence is vital in ensuring that our voice remains real and effective so our thanks go to our members for their ongoing support.

Finally a BIG THANKS TO my fellow trustees, staff and volunteers for their efforts this year. This year Arsen Poghosyan left us following the successful conclusion of our funding project. Although he was only with us for a short time he proved a great asset and we wish him all the best for the future.

CHIEF OFFICERS REPORT—CHRIS EVANS

As you can read in this report with limited resources we have achieved much in the past year. We have maintained service provision including continuing our successful Supported People project, reviewed and updated our business and development plan, and developed new ways of engaging with our membership through our electronic bulletins and the establishment of a Basildon Third Sector Chief Officer forum. As a result feedback continues to be positive and we have seen a small increase in our membership.

Service user feedback remains overwhelming positive. For example, **80% of respondents said that they felt the voluntary sector forum was either good or very good**; attendees at our funding workshops reported increased confidence, understanding and level of skills. Feedback on other services is also very positive with the voluntary centre and newsletters both being very well received.

Internally we have:

- Undertaken a review of our administrative staffing. With reduced hours we have nevertheless put in place measures to increase the amount of communication with our members. This is a testimony to the commitment of our small team that during the year has included Becky, Marina, Donna and Jackie and my thanks go to them.
- Introduced a regular electronic bulletin for members and partners. Feedback on the bulletin has been very positive;
- Reviewed and updated our business and development plan.
- Updated our policy and procedures to align with the PQASSO quality assurance system.
- Secured new funding from Awards for All, Lloyds TSB Foundation, South Essex Forum and Fowler, Smith, Jones.

Externally we lead the way with our successful Big Society Conference which our Chair has focused on in his report. Following the conference we produced a report back to help focus our discussions with our strategic partners and we have used this to press for a greater role for social action, and community engagement in the borough.

The pace of change generated by the new governments agenda led to a raft of policy change and consultation. We have seen the publication of the Localism Bill, the renewal of the National Compact, details of the local government settlement, the launch of a new Citizenship Service and consultation of the role of infrastructure support. All will continue to shape our agenda in the years ahead so we have:

- Responded to the Office of Civil Society infrastructure consultation.
- Attended seminars and contributed to debates on decentralisation and the Localism Bill.

Operating in an increasingly difficult funding environment the next couple of years will present a real challenge. As a result our focus will remain on diversifying funding streams to ensure funding sustainability. At the same time we will continue to work with our partners to develop and ensure a thriving third sector locally.

COMMUNITY DEVELOPMENT PROJECT - ARTAK POGHOSYAN

Our Community Development project funded by Fair Share Trust Programme entered into the second year of extension past 2009.

During the period from April 2010 to March 2011 we have continued to deliver and organise a range of activities in the Queens Park and Craylands/Fryerns East areas.



In **Queen Park** we have:

- Continued supporting BeeKay Youth Club to run weekly activities for 11-19 year olds.
- Organised Queens Park Family Fun Day on the 25th September 2010 at Hannakins Farm Centre which was attended by over 200 residents.
- Produced, printed and distributed three issues of Queens Park Newsletter to 500 households
- Conducted Queens Park Resident Survey 2010. Residents from the area conducted a door to door survey, which resulted in over 40% completed questionnaires. A report based on the findings was produced and shared with residents, agencies, organisations. Progress in relation to the resulting action plan is being reported back to residents in the area on a regular basis.
- Helped support local groups including Queens Park Court, Trinity Body and Mind, the West Billericay Community Association- Hannakins, and the London Bus Theatre Company secure £5400 new funds from the South Area forum.
- Organised Christmas Family Fun Day at Hannakins Farm Community Centre with the residents and the community centre on the 18th December 2010.
- Supported the initiation of the Round Robin Bus campaign by a local resident Mr Roy Bacon to improve access to public transport. Following meetings with local MP John Baron MP in December 2010, a new routed was trialed in February 2011.

In **Craylands /Fryerns East** we have:

- Organised the third annual "International Day 2010" in partnership with local groups, housing associations, Police, and Basildon Council. The event took place on the 29th May 2010 at Frypa Hall, Basildon. Over 300 residents attended and enjoyed multi-cultural entertainment, food and music.
- Supported the running of the weekly Craylands Internet Café each Thursday at Craylands Swan Consultation Shop.

COMMUNITY DEVELOPMENT PROJECT - ARTAK POGHOSYAN

- Produced, printed and distributed three issues of Craylands/Fryerns East Newsletters to 3800 households.
- Supported Essex County Councils art project to create Craylands Hacienda. This partnership project with Essex County Council, People Speak, the Friends of Craylands, Swan Housing lead to the Home Sweet Dome Hacienda launched on 9 October 2010.
- Supported the Friends of Craylands to organise Christmas Grotto on the 16th December 2010 at Craylands Hall.
- Conducted Craylands/Fryerns East Partnership Survey, interviewing agencies, organisations who have worked in the area past 5 years. The report was published and shared with partnership members in December 2010
- Supported “Craylands Activity Zone” volunteers’ visit to London, touring the Houses of Parliament, in partnership with Basildon Borough Council on the 23rd February 2011.

During the year I also attended several training courses: **“Collaboration Support Skills for Development Workers**, **“Liberate leadership, stimulate community”**, **“Social Enterprise”** and **“Business Planning”**

To conclude I would like to thank Friends of Craylands, Basildon Borough Council, Swan Housing, St Georges Community Housing, Basildon Police, Basildon Adult Learning, the People Speak and Essex County Council for successful partnership working and look forward to future collaborations in tackling the challenges for the areas.



DEVELOPMENT SERVICES MANAGER—PAM MCCARTHY

OUR AIM IS TO:

ENCOURAGE, FACILITATE, EMPOWER AND SUPPORT THRIVING, INNOVATIVE VOLUNTARY AND COMMUNITY ACTION THROUGHOUT BASILDON DISTRICT

The Third Sector is suffering immensely from lack of funding to continue projects and here, in the borough of Basildon, many charitable organisations are desperately trying to seek continued funding for core costs to keep their organisations floating for the benefit of client users.

Here, at the CVS, development work and funding work is accordingly extremely busy. During 2010/11 I have met with many groups regarding funding and there have been quite a few success stories. We ourselves were able to achieve funding to continue our funding advice service and the advisory workshops held last year have continued throughout this current year. For the last part of 2010 the funding advice project was supported by South West Essex Primary Care Trust (now SE Essex NHS) and since January 2011 Awards for All have funded the continuation of this programme. This project has been delivered in close partnership with Brentwood CVS.

PROJECT SCOPE:

The project aims to develop the fundraising skills of Third Sector Groups and Organisations operating in the Basildon and Brentwood areas. Within the scope, the project aims to :

- Support groups and organisations to successfully complete funding applications and tenders;
- Apply for funds successfully from a range of funding sources.

PROJECT OUTCOMES:

To address project aims, we have:

- Worked with Statutory and Third Sector Groups to identify the existing needs;
- Have developed and successfully run a series of funding workshops that were specially tailored and addressed to those needs;

DEVELOPMENT SERVICES MANAGER—PAM MCCARTHY

- Funding training sessions have been delivered to over 160 registered participants on the topics of writing successful funding bids, business plan as well as calculating full cost recovery budgets. The topics have been identified by the groups themselves and tailor made to meet their needs.
- 74 groups and organisations from both Basildon and Brentwood districts have taken part in one or more workshops.
- Many groups in Basildon and Brentwood districts have received one-to-one funding advice sessions;
- Assisted groups to secure almost £672,387 of funding.

In delivery this project we were indebted to our project worker Arsen, and my thanks go to him. He continues to work in the sector and we are sure he continues to make a valuable contribution.

As well as this successful project we have continued our core work. Including facilitating effective communication and networking and promoting collaboration among local voluntary and community groups. During the year we promoted cross sector working in a variety of ways including organising voluntary sector forum events and hosting the Big Society Conference.

Voluntary Sector Forum

During the year quarterly forum meetings have been held at St. Georges Suite in the Basildon Centre. Speakers have lead discussion on the London Olympics, Health Watch, Participation Network Forum & the Compact. These Forum groups enable the Health & Social Care, Arts & Culture, Volunteer Co-ordinators, Children, Young People and Families to network & signpost what is happening for the benefit of residents of Basildon, Billericay & Wickford.

‘Big Society Conference:

In October 2010 the CVS hosted a very successful Conference attended by 88 representatives from the borough of Basildon. Speakers from AECVO, Anglia University and the Health Authority as well as local MPs attended and spoke highly of the hard work put in by CVS.

Partnership Work:

We work in partnership with other CVS, Brentwood, Rayleigh & Rochford & Castle Point as Voluntary Sector Training for all training needs and requirements. Many charitable organisations have benefitted from the training on offer.

PQASSO:

It is of paramount importance that the CVS provide good quality assurance and we work to PQASSO standards (Practical Quality Assurance Systems for Small Organisations) in this respect. We also encourage organisations within our remit to keep good quality standards and we have provided mentoring services to organisations in this respect throughout the year.

As a qualified Peer Reviewer during this year we have accredited three organisations with the PQASSO Quality Mark and our congratulations go to them.



BBWCVS Chief Officer Chris Evans & SWEPECT Chief Exec Andrew Pike



Participants at a Funding Workshop



Attendees training on how to write SMART outcomes in Pitsea Leisure Centre.

THE VOLUNTEER CENTRE—SHARON CHAN

OUR AIM IS TO:

ENCOURAGE, FACILITATE AND SUPPORT THRIVING, INNOVATIVE VOLUNTARY AND
COMMUNITY ACTION THROUGHOUT BASILDON DISTRICT



The Volunteer Centre continues to work around its six core functions: Brokerage, marketing volunteering, Good Practice Development, Developing volunteering opportunities, policy response and Campaigning and the Strategic Development of Volunteering.

The Brokerage aspect has been particularly busy. The number of people registering to volunteer has remained high, in total 576 individuals contacted the Centre between April 2010 and March 2011 compared to 556 registrations 2009-2010.

The majority were women: 399 compared to 173 men, this is in line with National trends. Interestingly, 151 people fell into the 19-25 age group compared to 29 over 60's. Referrals from the local Job Centre have increased and 199 people stated that they were unemployed at the time of registration. A small amount of funding was received through the economic Participation scheme to support this work.

Volunteers have been placed in a variety of roles including administration, driving, befriending and retail support.

Through out the year I have met with groups to discuss new volunteering opportunities and advise on good practice issues and developing volunteering opportunities.

I regularly attend the strategic and operational groups of Essex Association of Volunteer Centres, the Voluntary Sector Forum and the Basildon Working Neighbourhood Group.

As the chair of the Volunteering Sub Group I worked in partnership with the other the members: Basildon Borough Council, Family Mosaic, Basildon District Volunteer Carers and DIAL to host a Celebration of Volunteering evening during National Volunteers week. The event was well attended by local volunteer involving organisations. Representatives from various groups were presented with certificates to recognise the hard work and dedication of their volunteers.



THE VOLUNTEER CENTRE—SHARON CHAN

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Additionally, various marketing activities have taken place. We helped organise and participated at the Barleylands annual show along with other Volunteer Centres in the South of the County, carried out a media campaign linked to the National 'Make a Difference day' to promote volunteering as a Trustee and promoted volunteering at a coffee morning organised by the Northland Park Centre.



SUPPORTED VOLUNTEERING PROJECT

The supported volunteering project continued to flourish. This is a scheme to assist people who had experienced mental health issues into volunteering. However in August 2010 the project lost it's funding from the performance related grant as part of the national cuts programme.

The project was gradually brought to an end. Importantly, funding streams were already being explored in order to sustain the project after the current funding period. A grant was secured from Lloyds TSB.

A project steering group which meets on a bi-monthly basis has been established, the groups membership includes representatives from project users, referral agencies and organisations who have offered placements. The group has established terms of reference, and reviewed promotional materials as well as advising how the project targets can be met.

The sources of referrals have been expanded to include agencies such as the local Job Centre and Occupational therapists.

FUTURE WORK:

- To develop the Steering group.
- To continue to support potential volunteers
- To recruit project buddies.
- To pilot a preparation for volunteering workshop.
- To continue to support local organisations who offer placement to the project volunteers.

TREASURER'S REPORT - GERRY RYAN BBS, FCMA

Last year income increased by £15k compared to 2010. Expenditure increased by £5k, resulting in a deficit of £8k. The closing reserves are split £87k restricted and £149k un-restricted. The closing cash balance of £267k remains in line with the total reserves.

Details of changes in the components of the income and expenditure are contained in the Statutory Accounts, including the notes to the accounts.

The trustees will continue to monitor the level of reserves and the reserves policy as part of the continuing risk assessment process, and in the context of the recommendations of the Charity Commission

We continue to obtain our core funding from the NHS SW Essex, Essex County Council and Basildon Borough Council. However, we remain committed to diversifying our sources of funding and are pleased to report that over half of our funding now comes from other sources. As well as our core funders this year we received funding from the Essex Community Foundation for our community development activities, from the Essex Partnership and Lloyds TSB Foundation for our Supporting People Project, the NHS SW Essex for our funding work, as well as Fowler, Smith and Jones.

We are only too aware of the financial pressures experienced by our funders, and will continue to take active measures to seek additional sources of funding to widen access to our services for groups.

In view of the continuing pressures on its resources the trustees particularly wish to thank our core funders for their continued support.

| Year ended 31 March | 2011 | 2010 | 2009 | 2008 | 2007 |
|---------------------|---------|----------|---------|---------|---------|
| | £ | £ | £ | £ | £ |
| Incoming Resources | 236,784 | 221,082 | 261,218 | 336,960 | 447,447 |
| Resources Expended | 245,138 | 240,364 | 262,796 | 323,045 | 433,004 |
| Surplus / (Deficit) | (8,354) | (19,281) | (1,578) | 13,915 | 14,443 |
| Closing Reserves | 236,407 | 244,761 | 264,042 | 265,620 | 251,705 |
| Cash Balances | 267,238 | 238,072 | 252,681 | 254,316 | 260,015 |

FULL AUDITED FINANCIAL ACCOUNTS ARE AVAILABLE ON REQUEST FROM BBWCVS OR FROM OUR WEBSITE WWW.BBWCVS.ORG.UK

THANK YOU

FINALLY OUR THANKS:

As a CVS we recognise the important role our partners can play in assisting us to improve and develop our services. As a result we have continued to work with other providers and community and voluntary groups.

This year we would like to thank a number of partners.

- DIAL, BDVC, and Connexions for their active support to the Basildon Working Neighbourhood Volunteering Sub Group.
- Pippa Brent-Isherwood and Maxine Williams from Basildon Borough Council
- Glyn Pritchard from NHS South West Essex
- Caroline Taylor from Essex Community Foundation and the Fair Share Panel for their ongoing support for our Community Development Project.
- Pauline Stafford for her assistance with the Supporting People Project.
- Colleagues from the Essex Volunteer Centres for their work towards securing reaccreditation by Volunteering England.

We are also grateful for the funding and support given by our Core funders:

- Basildon Borough Council
- South West Essex PCT
- Essex County Council.

Last but by no means least a big thank you to our Staff & Volunteers. Our volunteers come from all communities, all ages and all backgrounds and bring a valuable range of skills to the service. They contributed many hours of service during the year. The importance of this contribution to our work community cannot be overstated and our thanks go to them.

BBWCVS MEMBERS 2011

Abridge Pre School
Age Concern Essex
Alzheimer's Society - Basildon & Brentwood Branch
Animal Action Trust
Basildon & Thurrock University Hospital
Basildon Community Resource Centre
Basildon District Arts Association
Basildon District Citizens Advice Bureau
Basildon District Volunteer Carers
Basildon Education Service Trust (BEST)
Basildon Malayalee Association
Basildon MIND
Basildon Pathfinders Blind & Partially Sighted Club
Basildon SOS Bus Project
Batias Independent Advocacy Service
Beekay Youth Club
Billericay Good Companions
Billericay Neighbourhood Watch Schemes
Billericay Parents Forum
Billericay Recreation Rooms Foundation
Brighter Opportunities Through Supported Play (BOSP)
Changing Hearts
Christian Care Homes
Christian SOS
Crossroads Care - Brentwood & Basildon Districts
DIAL Basildon South Essex
Direct Payment Users Network CIC (DPUN)
Essex Coalition of Disabled People
Gay Essex Mens Social Group
Goldcrest Day Nursery
Hamelin Trust
Hanningfield Sailability Project
Headway Essex
Home Start Basildon
Interact Chelmsford Ltd
Kingswood Community Association
La Danse Fantastique
Lighthouse Furniture Project
Lions Club of Billericay
Little Angels Support & Well Being
Look Essex

BBWCVS MEMBERS 2011

Mayflower Performing Arts
Mistley Community Association
Nature Break Wildlife Cruises
Noak Bridge Nature Reserve Society
Northlands Park Childrens Centre
Out & About
Parentline Plus (Now Family Lives)
Parents Aid
PAVIS Foundation for Visually Impaired People
People Enjoying Pensions
Positive Solutions Mediation
REASON
Redbridge Community Housing Limited
Relate South Essex
Rethink Good Companions
SADS UK - Ashley Jolly Trust
Samaritans of Basildon & Thurrock
South Essex 50+ Club
St Lukes Hospice
Sudan Organisation for Development
The Church @ SwanMead
The London Bus Theatre Company
The Shadyfish Xperience
Transliving International
Trinity Disability Club
WHCM Bridge Counselling
Wickford Disabled Swimming Club
Wickford District Talking Newspaper
Yoga Educational Support Society
Youth League UK Ltd

BBWCVS WOULD LIKE TO THANK ALL OF ITS MEMBERS FOR THEIR SUPPORT
AND ENCOURAGEMENT AND WE LOOK FORWARD TO WORKING WITH YOU
NOW AND IN THE FUTURE

BASILDON, BILLERICAY & WICKFORD CVS

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