



Basildon, Billericay & Wickford | CVS

Supporting our local charities



Annual Report 2017-18

Support

Develop

Collaborate

Influence



Contents

Chair's Report	2
Achievements and Performance	2
The Future	3
Support and Development of Local Charities	4
Strengthening Local Charities	4
Enabling collaboration, influence and strategic partnership	5
Big Local Heart of Pitsea (HoP)	6
Growing and enhancing volunteering in Basildon	8
Brokerage	8
Strategic Development of Volunteering	8
The SEAT Project	9
Timebanking	9
Good Practice Development in Volunteering	10
	10
Our Projects	11
Social Prescribing Project Report	11
Basildon Emergency Night Shelter/Making An Impact	12
Financial Review of Activities	14
Policies and Reserves	14

Chair's Report

We have great pleasure in presenting this Annual Review of the work of Basildon, Billericay and Wickford CVS. It has been a very busy and eventful year, full of challenges and achievements. This review gives an overview of the activities carried out by the CVS.

As trustees we exercise legal responsibility for the charity's management and administration. This year, in meeting this objective we undertook a review of the service's employment policies and procedures with Palmers Solicitors; reviewed the finance officer and administrative support functions; and considered service user feedback.

Following a review of the finance function a decision was taken to split the role into finance and communications, with the residual administration undertaken by an apprentice. This resulted in the addition of an apprentice to our team in January 2018.

As part of our commitment to be a user centred service, the Trustees undertake an annual survey of members and service users. We are pleased to report that the findings demonstrated high levels of satisfaction with the work that the small and closely-knit staff team provide. Naturally we are delighted and will continue to strive to maintain these standards.

Achievements and Performance

Working in partnership with Basildon and Essex Council's we believe our advice and support remains a fundamental component in the success of voluntary and community organisations in our area. This is illustrated by our work to secure £136,930 new money which has been invested into local organisations and services; our brokerage service provided by the Volunteer Centre; our work as a Locally Trusted Organisation for the Heart of Pitsea Big Local; as well as our development work on the Basildon Emergency Night Shelter.

During the year Basildon and Essex received notification from Sport England that it had been selected as one of the 12 Local pilots to work with Sport England over the next four years. Around £100 million of National Lottery funding will be invested in the pilots to create innovative solutions that make it easier for people in these communities to access sport and physical activity.

Our Chief Officer participated in a leadership round table presentation to Sports England. This was extremely well received and demonstrated collective commitment from districts, County and the voluntary sector to the submission.

We echo the comments made by Scott Logan, Managing Director, Basildon Borough Council when he said “I am immensely proud of the whole team on this and am excited to get started”.

So, with projects to support the vulnerable at winter, projects to address awareness of hate crime in the Pitsea area, projects to increase volunteering in the borough with initiatives such as the Timebanking, the range of activities is as exciting and diverse as ever.

This year to increase awareness of our services we invested more time on social media activity. We are therefore pleased to report that our Twitter audience continues to grow.

The Future

Looking forward we will continue to champion volunteering and the voluntary and community sector; work to strengthen our local voluntary organisations; and to connect local people and organisations. We will do that in partnership. We therefore want to place on record our thanks to our funders and partners Basildon Borough Council and Essex County Council for their ongoing support.

Thanks are also due to staff and volunteers for their efforts this year. This year we said goodbye to a number of staff. They have left to take on new opportunities at the Basildon and Brentwood Clinical Commissioning Group, at a local medical centre and with the ambulance service. We wish them all the best in their new roles and careers.

Last but not least a big thanks to our members for their ongoing support and work to make a thriving, effective voluntary and community sector in Basildon and Essex.

Stella Calkin

Support and Development of Local Charities

At the heart of our work is the help and support we provide to charities and voluntary sector organisations in our area - helping them to function effectively, manage risks, acquire new skills, access funding and have a real voice at local level.

This year we:

- Provided 5 training and workshop events
- Undertook 10 organisational health checks and audits
- Offered one-to-one support to over 100 groups
- Supported organisations to secure additional funding
- Hosted two conferences
- Facilitated 6 networking events

Our offer of funding advice support continues to prove popular and effective. To evaluate the impact of this work, we monitor the success rates of applications submitted by the voluntary and community sector with support from the CVS every six months. We are pleased to report that this year we secured £136,930 new money for local groups to invest in local provision. This included investment of £102,125 from the People's Health Trust for three local charities.¹

Successful applications were made to the Big Lottery, Basildon Borough Council, TESCO's, and the Essex Community Foundation on behalf of the Basildon Night Shelter. This money was supplemented by money from the Greggs Foundation who agreed to collect donations for the shelters during its December charity week.

In addition, we worked with officers from Basildon Council and the local police to support a locker project for rough sleepers; and to address concerns about the growing number of hate crimes in the Pitsea area.

Strengthening Local Charities

In order to strengthen local voluntary organisations, we provide high-quality support, access to training, and advice on governance. The result is that local charities are more sustainable, well led and able to adapt to a changing environment.

¹ Basildon Soccability: £24,344; Active Essex Foundation: £36,780; DIAL: £41,001

We want voluntary organisations to be supported more effectively to make a difference. Our work with Basildon Emergency Night Shelter (BENS) is illustrative of the impact this can have. The Homeless Working Group agreed to appoint the CVS as its Local Trusted Organisation, to employ the coordinator, three other team members and receive the grant funding. Our Chief Officer was also appointed Vice-Chair to the group.

Central to this work to strengthen local charities is our training offer and our programme of organisational checks. The health checks were accessed by 10 charities, with resulting action plans agreed. Feedback on the checks was positive and this work will continue in the coming years.

“I greatly appreciate the great work you did on report back. This helps us to review our business plans and organisational development needs. There is so much to do and I will ensure myself and board and our members set a plan to accomplish all these. What a fantastic job” **Muzvare Betty Makoni, Director, Girls Empowerment Initiative**

Increasingly voluntary and community services in Essex are suppliers of public sector services and are essential and valued partners in the Greater Essex system. It is therefore in everyone’s interest to support and develop the sector and ensure we are equipped with the skills needed to tackle future challenges. We have therefore worked closely with Essex County Council to develop a Voluntary Community Sector Leadership Programme. The programme has two key objectives:

- To develop a cohort of future leaders for the voluntary and community sector growing their skills and capability for the long term in order to bring on a new generation of potential leaders
- To contribute to the wider effort to improve systems leadership in Greater Essex; to improve our capability to collaborate and work together better for the common good.

As well as recruiting and identifying this new generation of leaders a learning network will be established.

Our Chief Officer continues to be a member of the programme steering group which has co-designed the programme alongside the appointed intermediary ASPIRE. We are delighted that one of our staff team, Catherine Sackey, is currently part of the programme.

Enabling collaboration, influence and strategic partnership

None of this work could progress without the support of our members and statutory partners.

To bring our members together we host quarterly member forums and roundtables on a wide range of topics - everything from their views on local developments such as the Breakthrough Basildon Commission, to the essential role our members play in the delivery of the local health and well-being agenda.

We also use the forums as training opportunities and this year heard from Enable East, an independent NHS team who presented on “Developing Effective Partnerships.” Another forum received a presentation on “Setting up a Trading Arm” by Brighter Opportunities through Supported Play (BOSP).

Trading is a great way to build independence and sustainability in organisations and many charities are setting up as social enterprises because of the flexibility and freedom of being able to trade commercially whilst still fulfilling social aims, diversifying income and moving away from being dependent on grants and donations.

Jodie Connelly from Brighter Opportunities for Special People (BOSP) shared the highlights of their journey and specific issues such as the associated costs, implications on service level agreements and staff contracts, organisational restructure and social impact measuring.

Our conferences continue to be popular and effective. This year over 125 representatives from local charities and partners from the statutory sector gathered to hear insightful and challenging speakers, share their views and opinions, ask questions and network with their friends and colleagues.

Our Future Forward event looked at how we could future proof local social action, our sector and local organisations to deliver powerful and impactful social action, no matter what the future throws at us. We had some fantastic contributions including a paper from Caroline Taylor, the Essex Community Foundation Chief Officer, Mandy Johnson from the Small Charities Coalition, Jason Fergus from Active Essex and Scott Logan the Managing Director from Basildon Council. The event provided the opportunity to directly influence key decision makers including representatives for the Breakthrough Basildon Commission

Our Unlocking Care Navigation Conference in October set out the vision for Care Navigation across Basildon & Brentwood localities. This proved similarly successful and enabled stakeholders and partners understand the transition from the Social Prescribing Programme locally.

Big Local Heart of Pitsea (HoP)

Our Partnership work with the HoP is on-going. As the Locally Trusted Organisation we administer and account for the distribution of Big Local funding, on behalf of the Big Local partnership.

During the year a range of projects were commissioned and this enabled 551 local people to be supported.

Since 2015 organisations have been invited to submit proposals to be considered for funding. 46 different groups have applied with 27 approved with awards

amounting to £96,697. With match funding the total value invested in the Heart of Pitsea area amounts to £138,484.



Growing and enhancing volunteering in Basildon

As a service we are committed to supporting, enabling and celebrating volunteering in all its diversity. Our Volunteer Centre is part of the Volunteer Essex network, encompassing 14 volunteer centres across Essex. In fulfilling this mission we undertake a range of functions including supporting the strategic development of volunteering, good practice development and brokerage.

Brokerage

Through the Volunteer Centre's activities we aim to ensure that the general public and all sectors are better informed about and have access to an effective and efficient brokerage service. Central to this work is matching both individuals and groups interested in volunteering with appropriate opportunities in the local community. We hold a comprehensive range of opportunities and offer potential volunteers support and advice matching their motivation to volunteer with appropriate volunteering opportunities.

We are pleased to advise that the appetite for volunteering remains as healthy as ever. This year

- 461 new volunteers from the Basildon borough registered with the Volunteer Essex website, an increase of 20%.
- We received 929 enquiries from volunteers and made 653 referrals (compared with 982 enquiries and 656 referrals the previous year).
- As always, some volunteers decide not to continue pursuing the role once in contact with the organisation. However, of those who completed the recruitment process for their chosen role, 86.1% went on to take a volunteer placement.

The Centre continued to be active in promoting volunteering and during Volunteers Week our Volunteer Coordinator organised a 5 day "marketplace" style event in Eastgate Shopping Centre. This enabled 17 local organisations to promote their work and recruit volunteers in a prominent location within the borough.

Strategic Development of Volunteering

Through the activity of the Volunteer Centre and its engagement with local networks and decision makers we try to ensure that there is a positive environment in which volunteering is flourishing. To shape this environment we worked on three new initiatives:

- The South Essex Active Travel (SEAT) Project

- Volunteering in Pitsea, a Value Modes project in partnership with Basildon Council, Essex County Council and the Campaign Company
- Time Bank roll out

The SEAT Project

iDEAS IN MOTION

The South Essex Active Travel Programme is a partnership between Southend Borough Council, Thurrock Council and Essex County Council. The project aims to use targeted travel engagement with jobseekers, young people, newly recruited employees, students, lower socio-economic communities and volunteers so they can use active travel to get to work, training and educational opportunities and fully contribute to the local economy. The Volunteer Centre is supporting the project by working with local charities and volunteers to encourage and promote sustainable travel, as well as develop new volunteering opportunities related to active travel. This project is still in its infancy and we will continue to report on its progress throughout the year.

Timebanking

In June we were delighted to receive the notification that the Essex Time Banks successfully secured an award of more than £350,000 from the National Lottery, via the Big Lottery Fund, to support Timebanking for the next four years.

Led by Community360, the Essex Time Banks partnership offers people the chance to exchange their time with one another. Each hour of voluntary work that helps the local community can be exchanged for a range of skills or opportunities offered by other members of the Time Bank (hour for an hour basis). All activities are valued equally. Exchanges can include learning a language, providing gardening or DIY skills, taking part in social events or befriending someone. Whatever the skill, talent or interest you may have, you can connect with another person through the Time Bank to share it or help them. Organisations can also join to get involved, with public agencies and businesses across the county sharing their time.

The funding will support our Time Bank to enable people to tackle loneliness and isolation, to help others to live independently at home, to improve opportunities for those who want to gain employability skills or improve their health and well-being.

The award of funding is a real boost to communities across Essex who will be able to participate in Timebanking. Everyone has something of value that they can give by sharing their time. Timebanking encourages stronger neighbourhood connections, creates friendships and assists people to reach personal goals.

Since that time we are pleased to report that the Basildon Timebank has grown steadily and we now have both individual and organisational members signed up in the Basildon, Billericay and Wickford area. We are increasing the number and location of our drop-in sessions and also investigating the development of a possible reward scheme in partnership with Active Essex.

Critical to the development of the local Time Bank is Tricia Marshall, a volunteer coordinator, so our thanks go to her for her fantastic contribution.

Good Practice Development in Volunteering

To share, promote and celebrate good practice we reconvened the volunteer coordinators network. With coordinators and managers from across the area agendas have included group exercises on writing good volunteer role descriptions, organisational updates, volunteer week activities, and networking opportunities.

Last year we reported on the award of ISO 9001 accreditation to the Volunteer Centre network. Rightly celebrated, we have continued to embed these systems into our everyday practice in anticipation of our audit in 2018-19. The accreditation provides assurance to commissioners and funders, as well as members of the public and volunteer involving organisations, that the Volunteer Centre is providing a high quality and effective service.



Our Projects

Social Prescribing Project Report

As reported last year, we were one of seven Social Prescribing pilots funded across Essex during the period 2015-2017 as part of a pilot programme. Sadly, during the year a decision was taken by the Clinical Commission Group to end our involvement with this pilot due to low referral numbers.

Naturally, we were disappointed with this decision not least as we value and support the concept. You can be assured that we will continue to champion the new model, now known as the Care Navigation Service, as we believe that the programme will bring long term benefits to patients.

During the year the service was the subject of a rigorous independent evaluation programme by Essex County Council. Based on self-reported data provided by 69 patients/service users the consultants concluded that the project reduced usage of primary, secondary and social care services and resulted in improved personal/mental wellbeing and general health.

Specifically, the report evidence reduced use of primary care – 65% of survey respondents reported reduced number of hours spent with their GP and 38% of survey respondents reported reduced number of prescriptions received; reduced use of secondary care – 33% of survey respondents reported reduced number of outpatient appointments. On personal well-being – 64% of survey respondents reported increased feelings of life being worthwhile, increased satisfaction with life (62%) and increased feelings of happiness (56%)

In total the service worked with a total of 600 patients, put in place personal action plans and made 650 referrals to access voluntary and community organisations. This included enabling clients to receive financial advice, support from community agents and as well as accessing local befriending services. Using the Manchester model the evidence suggests that this led to cost savings in excess of £202,000.

The funding also enabled us to develop our database of Connect Well Essex.

As well as our volunteer team a number of staff work on the project during the year and our thanks go to Jean Broadbent, Cecilia Metzger, Farry Ismail, Pauline Whale and Mandy Workman for their efforts. We are naturally delighted that a number have progressed and remain working in new health settings the CCG, a GP practice and at Healthwatch.

Case Study

Patient / service user A was referred to the project due to their long term condition (arthritis, diabetes) mental ill health (anxiety, depression), social isolation and difficulties finding employment.

They were referred to the Ace Lifestyles for weight management and healthy

eating program and joined 'walk for wellbeing'.

Following engagement with the Social Prescribing project the patient / service user:

- Has lost over half a stone via a weight management program;
- Has been able to manage and control their diabetes
- Volunteers for the Social Prescribing project, in particular marketing the project at surgeries.

Basildon Emergency Night Shelter/Making An Impact



This winter we worked in partnership with faith groups, local charities and the Basildon Council to develop and grow the Winter Night Shelters in Basildon. We were blown away by the impact!

Provision of the night shelters increased to 5 nights each week -up from 3 nights the previous winter.

As a result of a successful recruitment campaign the number of volunteers rose from 66 last winter to 102. The volunteers worked a total of 1719.5 hours. This is the official number but we know that, in reality, it's higher than this when we take into account arriving early and leaving late!

The Shelters were also to support an increased number of guests over the 17 weeks. Last season 52 different guests were given a bed and this year this rose to

110. The guest with the highest attendance was T with 53. All guests benefited from the warmth & hospitality provided by the team.

Encouragingly four of the guests were found permanent accommodation by Basildon Council and St. Mungo's. Being housed will help them immensely in their road to recovery from physical and mental health problems.

In consequence of the success of the project this year, Basildon Council has secured further funds for the winter 2018-19 from DCLG. This will enable the ongoing expansion of the programme.

The impact of the programme is evident in the guest comments and feedback. For example, one commented they "Can sleep with both eyes closed and not worry about being beaten up or robbed". Another said that they "Enjoyed being warm and safe".

The support provided by staff and volunteers is also reflected in the comments. One said "Everyone has been good to me". Another said that "I find all the staff and volunteers very friendly and helpful".

The testimony of volunteers also suggests that the project has a powerful impact on them. The following is illustrative "It's great being able to make somebody's day by doing something very simple and easy". "When they appreciate it it's great". "Positive experience- enjoyed working with other volunteers" "I felt apprehensive beforehand but in reality it was brilliant" "I really enjoyed talking to the guests and getting to know the local volunteers". In my experience all the guests were so polite and well behaved.

Financial Review of Activities

The total income for 2017/18 was £242,268, against total expenditure of £273,732. At the end of the financial year £69,628 remained as restricted funds. The organisations free reserves reduced from £150,455 to £139,236.

Year Ending	2017/18	2016/17	2015/16	2014/15	2013/14
Incoming Resources	£242,268	£317,796	£245,111	£231,909	£140,985
Resources Expended	£273,732	£318,228	£255,744	£187,884	£121,919
Surplus / (Deficit)	(£31,465)	(£432)	(£10,633)	£44,025	£19,066
Fund Balance	£208,864	£240,329	£240,761	£251,394	£207,369

Policies and Reserves

We continue to obtain our core funding from Essex County Council and Basildon Borough Council. However, we remain committed to diversifying our sources of funding and are pleased to report that over 77% of our funding in 2017/18 came from other sources.

As well as our core funders, this year we received funding from the Big Local Trust, the Peoples Health Trust, Essex County Council for our Warm Homes Grant, the Basildon and Brentwood Clinical Commission Group; Community 360 to develop Timebanking services; the Police and Crime Commission of Essex to address Hate Crime in Basildon; and the Greggs Foundation, the Big Lottery Fund, Basildon Council and the Essex Community Foundation to develop emergency shelter provision for the homeless and rough sleepers in Basildon.

We are only too aware of the financial pressures experienced by our funders, and as such the trustees wish to thank our core funders for their continued support.

The strategy of the organisation remains one which aims to have core funding from local authorities and income generation, and to enable on-going development

through project funding from large funders like the Big Lottery, and charitable trusts.

As a Board the trustees are committed to:

- Keeping the reserves policy under review to ensure it meets a charity's changing needs and circumstances.
- That the level of reserves is monitored throughout the year.

Our aim is to ensure that we can give confidence to stakeholders that the charity's finances are being managed and can also provide an indicator of future funding needs.