

Circulation Box



October 2007

SOUTHAMPTON VOLUNTARY SERVICES MAILING

You are invited to the
SVS AGM
Wednesday 10th October 2007, 12.00 – 2.00pm
at the Voluntary Action Centre

11.45am Doors Open
12.15pm Welcome & Apologies followed by Formal Business
1.30pm Close of Business with buffet and Networking opportunity

Papers for member organisations have been sent – please would you ensure you have returned the attendance slip. If you have any special requirements that will enable you to attend this meeting or you require this information in a different format we will endeavour to meet your needs within the resources available.

REMINDER

If you've not yet done so, could we remind you to complete and return the membership questionnaire (sent out at the end of July) as soon as possible so that we can analyse and have the information available for our Forward Planning day on Friday 2nd November.

Thank You



**Southampton Voluntary Services -
working in partnership for the future of the city**

In this Issue...

SVS News
General News
Local News
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Multi Faith Festivals

Dates for SVS Mailing in 2007 - 2008

Cut off date for articles	posting date
12 th November 2007	30 th November 2007
7 th January 2008	28 th January 2008
24 th March	14 th April
9 th June	30 th June
15 th August	5 th September
7 th November	28 th November

We welcome contributions which you think would be of interest to others.

This newsletter can be made available in larger print or on audio tape. If you would like it in other formats, please ring us and we will endeavour to meet your needs.

Tel: 023 8022 8291

INSERTS:

Training Insert
Aon Charity Assured
IDT Training
Achieve More

ChangeUp

The Consortium's Self-Assessment day took place on 30th July. This was the process the consortia needed to undertake following the Capacitybuilders template enabling the consortia to produce a development improvement plan. There were six key priority areas looked at which were measured as red for not achieving, yellow for achieving well, and green as fully achieved.

The consortia measured as follows:

Stakeholder engagement – high yellow, nearly green

Communication – high yellow, nearly green

Consortium team – high yellow, nearly green

Skills and knowledge – medium yellow

Mainstreaming equalities – low green

Performance management – medium yellow

Actions from this assessment day are as follows:

Module	Priority Actions agreed
Stakeholder Engagement	<ul style="list-style-type: none"> • Complete 1:1 interviews with Consortium members. • Review report and incorporate into Business/Strategic planning
Communication	<ul style="list-style-type: none"> • Analyse feedback from 1:1 interviews about communication • Conference for all stakeholders late 2007/early 2008
The Consortium Team	<ul style="list-style-type: none"> • Analyse responses from 1:1 interviews relating to barriers to involvement/attendance at meetings
Skills and Knowledge	<ul style="list-style-type: none"> • Analyse responses from 1:1 interviews which relate to skills and knowledge and identify gaps • Use conference to discuss/map skills and knowledge and identify gaps • Update delivery plan re: skills and knowledge needs of consortium
Mainstreaming Equalities	<ul style="list-style-type: none"> • Review Delivery Plan to incorporate needs of new communities • Include needs of new communities on conference agenda

Fulfilling these actions should move us into all green. Even so, with a programme just under two years old, there have been major achievements. So well done to all involved.

Cont'd...

ChangeUp continued

Amanda Bowens from Ladder4Learning has been seconded to undertake the 1:1 interviews. If you've not been contacted by Amanda yet, then please give her a ring on 023 8021 6018 to arrange an appointment.


It was generally noted by the facilitator that we as a consortium could have undertaken the self-assessment process ourselves in a consortium meeting as part of our business/strategic planning process. It was felt we used our time effectively but that we were at a stage where we could have made better use of our time to work on the detail of our plans and development actions.

The next step for the Southampton Consortium is to look through the current challenges highlighted in Capacitybuilders delivery plan "Destination 2014" and agree priorities. April 2008 will be the beginning of a new phase in **Change Up**. New roles and remits will come into force, based on the reviews of both national support services and consortia, on the feedback from the consultation exercises with the third sector and the consortia development programme. These new arrangements will be supported by three year grants.

Other ChangeUp News

Training Calendar - TWICS have been commissioned to collate the training calendar which appears in the SVS Mailing. If you are a training provider, then please forward your training information to: Christine Tebano, TWICS, 284 Burgess Road, Swaythling, Southampton.

TWICS will also be contacting all training providers to develop procedures and a system to co-ordinate and plan the delivery of training in Southampton.



Farewell Tea for Rev Ian Johnson Friday 14th December 3.30 - 6.30 pm SVS Voluntary Action Centre

Reverend Ian Johnson, Inner City Team Rector, is retiring and leaving Southampton on 16th December 2007. Colleagues from the many voluntary organisations and partnerships with which he has been involved are warmly invited to drop in for a farewell tea.

Please RSVP to SVS by 7th December on 023 8022 8291
or email information@southamptonvs.org.uk

Charity Briefing Seminar

8th November 2007

6pm – 8pm

SVS Voluntary Action Centre

The highly acclaimed Tim Waldron, Head of the Charity and Community Team at Coffin Mew LLP will be talking about the Charities Act 2006 and Governance of Charities at SVS's open evening. Tim has a wealth of experience in the charities field and has written many articles on charities and governance. So don't miss this opportunity to hear the latest, put your questions across and get useful, responsive answers. Our voluntary sector support team will be available to provide information around the voluntary sector and funding, so make the most of this opportunity. If you can come along, please let us know so that we can arrange seating. Please ring 023 8022 8291 registering your interest.

SVS Transport Grant

EARLY BIRD CALLS: Advance notice to all groups that have been recipients of the SVS Transport Grant and to those eligible to apply for **this year's round of £4,698.40**. The deadline for this round is **31st October 2007**.

The money is intended to help towards the costs of transporting group members who are unable to use public transport. It is not intended to fund services which organisations are contracted to provide, outings or individual transport needs e.g. hospital visits. Grants are awarded in relation to the number of people involved, total annual transport costs and other funding your group receives and is intended only for funding towards costs for residents of Southampton.

Past applicants will be notified automatically.

To **register interest** please contact: Auran Sood, Adult, Learning & Skills Development Worker on 023 8021 6013 or a.sood@southamptonvs.org.uk.



SVS New Member Organisations

Hampshire Asbestos Support and Awareness Group (HASAG)
Crime Concern Trust Limited - 3D
Kudos Employment
Quakers (Religious Society of Friends)
S.O.S. Polonia
Hamwic Housing Co-operative
Merry Oak Computer Club
Southampton (City Centre) - Relief in Need
Southampton Books for Children Group

NAVCA Quality Award

SVS is in the process of working towards accreditation for the National Association for Voluntary and Community Action Quality Award. The NAVCA Quality Award focuses specifically on Performance Standards for local infrastructure organisations (LIOs).

The Standards will enable SVS to measure itself (and be measured) against a clearly defined set of outcomes to help it ensure that its core work with voluntary and community groups is effective and brings about beneficial changes for those groups and the wider community. SVS will need to complete evidence through a comprehensive self assessment process and be verified through an external audit by NAVCA.

SVS has a year from registration in which to complete this work. The organisation will be looking to engage with you and at the same time will be asking for your patience, tolerance and co-operation as it gets to grips with what is required. It is a steep learning curve for all involved which will enable SVS to deliver the right outcomes for the sector it serves.

Achieving the NAVCA Quality Award will lead to:

- Better services for users
- Strengthen the organisation
- Increase the credibility of the organisation
- Increase funding
- Lead to better networking with other organisations
- Prevent standards being imposed by other bodies
- Increase the credibility of the network

The work will be overseen by a Quality Group (Steering Group) with members drawn from voluntary and community groups in Southampton.

If you require any further information, please contact SVS.

SVS Toy Appeal

This appeal, which started in 1979, helps to bring a bit of happiness to less privileged children by providing them with a toy on Christmas day. Part of the success of the appeal lies in the fact that people are buying gifts for a named child, and there is a great amount of generosity and care taken over the buying and wrapping of the presents.

The appeal is a multi-agency partnership between businesses, individuals, statutory bodies and the voluntary sector. Last year 4700 toys were donated to the appeal by 41 businesses and many individuals.

The launch date is Tuesday 4th December 2007 in the Mayor's Parlour. We hope to have a guest or two from the Mayflower Theatre. If anyone is working with families in need, then let SVS know the children's details as soon as possible, or if you would like to donate a toy please contact Jacqui Honeywell on 023 8021 6041, j.honeywell@southamptonvs.org.uk.

Funding Advisers' Support Services on National Agenda

A national partnership has been commissioned by the Finance Hub to research the feasibility of establishing of a Funding Advice National Network (FANN) in England. The case for a national network to support advisers came from a report by Sheffield Hallam University produced last year. The first stage of this work is to develop and consult on a feasibility study. Over 42 networks identified are expected to participate in the survey, in addition to a wide range of third sector organisations. Details of the survey can be found on fit4funding's website. People who provide funding advice to third sector organisations are invited to participate. A more detailed business planning process will follow later in the year.

For more information, www.financehub.org.uk or www.fit4funding.org.uk

More Funding for Credit Union Movement

The Treasury has announced that it intends to allocate a further £6million from its Financial Inclusion fund to support Credit Unions. The *'Financial Inclusion: The Way Forward'* document sets out the Government's financial inclusion strategy for the next spending period from 2008-2011.

The money is aimed to provide support for new lenders in parts of the country where supply is insufficient, to support credit unions investing in transactional banking capability, and fund investment in the skills of staff and volunteers working in third sector lenders.

Visit www.hm-treasury.gov.uk

Adult Learning Grant Goes National

The Department for Education and Skills has announced that it will roll out the Adult Learning Grants Scheme (ALG) on a national basis from September 2007 onwards. The programme which has been piloted in 28 areas of England provides means tested grants of up to £30 per week to adults resident in England studying full-time for a first full Level 2 or first full Level 3.

ALG is normally available for up to two years but can be extended to three years if the learner takes a Level 2 course before progressing to a Level 3 course. To be eligible, learners must be aged 19 or over and in full time education.

Visit www.learndirect-advice.co.uk/featured/alg

The new Administration in the City The Priority Areas and Approach

Councillor Alec Samuels Leader of the City Council

The top priority for the new Administration is the promotion and support of business and employment. NEETS, young people not in education, employment or training are a most serious social problem and, alas, a growing problem. This reflects the disappointing standard and achievements in our schools and young people leaving school or college with no qualifications or skills. The new academies will hopefully bring diversity into the City. Parents and volunteers have a real role to play in the schools. The Southampton Educational Trust could do much for the eight secondary schools still under direct City Council control. Emphasis upon maritime, business, languages, health and arts could render education really interesting and stimulate aspiration.

Support for families in difficulty is a high priority, through family centres and similar ways. Fostering and adoption must be extended. For the disabled, more home adaptations must be provided, and quickly. We all know of the growing problem of the older people, in growing numbers, living longer, needing care and respect for their dignity. More support is needed for carers, be they family members or whoever. Better protection and promotion is needed for family housing; flats are not appropriate for the family with children. Crime and anti-social behaviour can ruin people's lives, so the police and the city patrols and neighbourhood wardens must increase in strength. A better environment requires more recycling of waste and greater pride in the city. The business community rightly complain about the state of the roads, congestion, and inadequate public transport. Citizens complain at the lack of residents' parking schemes in their area.

The voluntary or independent sector has a vital role to play, especially front-line carers of all kinds. Volunteers listen sympathetically; they give independent advice; they organise resources of all kinds; they perform services, often better and cheaper than the City Council could ever do. The City Council is very keen to commission the voluntary sector to carry out whatever tasks the voluntary sector is able and willing to take on. Money spent by the City Council in supporting and commissioning the voluntary or independent sector cannot be better spent in terms of public benefit. We all recognise a troubled society, troubled by addiction and poor health and debt, over-dependent upon welfare, struggling with crime, disorder, educational failure and broken families.

All these policies will cost money, big money. Public money must be spent efficiently and effectively. The new Administration has publicly pledged to keep the Council Tax down to not more than inflation. Pensioners and people generally in modest circumstances have found the doubling of Council Tax in the last decade a very heavy burden to bear.

So there is the challenge to the voluntary or independent sector. You are doing very well. What more could you do? What more could you do to improve the lot of our people, especially those who are vulnerable and need help? In conjunction with the City Council, what more can you do to promote employment, decent housing, social support and family?

The Hampton Trust Vacancy for Honorary Treasurer

Our current honorary Treasurer retires soon and we are looking for a replacement. The commitment is about eight meetings each year in Southampton and monthly contact with the paid finance officer. Our immediate challenge is to use our reserves wisely. We also need advice about a reporting system for the Board. The new Treasurer will be ably assisted by the Vice Chair, who is chair of our Finance Committee.

Contact www.hamptontrust.org.uk/ Sue Wade Chair 07774 075861 or suewade@btconnect.com
Richard Barritt Vice Chair 023 8033 4977 or r.barritt@solentmind.org.uk



Helpers needed

No Limits, Youth Information, Advice and Counselling Service, is inviting applications from people from all walks of life, particularly men, those from black & ethnic minorities and people under 26 years old. Young people, 13-25, engage with No Limits on many issues and need someone to talk to. We work with them to explore all their options.

Places are limited. Contact Liz Carter / Marina Murphy
No Limits, 24a Bernard Street, Southampton, SO14 3AY, 023 8023 6237
marina@wheatsheaftrust.org, www.nolimits-southampton.org.uk

LearningNet Information Event

Wells Place Centre, Eastleigh
Monday 8th October, 10am – 1pm

If your organisation is **planning for the future or wanting to improve services**, this is your chance to:

- Hear from Local Providers about up-to-date **Learning and Support**
- Join in short workshops on **funding, business planning, relevant legislation**
- Raise issues affecting your group's development with experts

This will interest all voluntary sector organisations, whether large or small, so please do share this invitation with other colleagues. Please RSVP to Meg Sharpe on 01962 857381 or email meg.sharpe@action.hants.org.uk



Developing local labour through the Urban Renaissance

SITES (Southampton Information, Training & Employment Services) Conference
Holiday Inn, Herbert Walker Avenue, Southampton
Friday 28th September

Sessions will include tackling worklessness, updates from prospective major employers and themed workshops. To book a place or to find out more, please contact Allison Barrow on 023 8083 3010 or e-mail allison.barrow@southampton.gov.uk



Oxfam Book Shop London Road, Southampton

Needs volunteers to sort, shelve, serve in shop or look up books on the internet. Volunteers usually work a four hour shift and expenses are met. Join our friendly team.

Phone: 023 8071 0406

School Term Dates 2007/8

Half Term	22nd - 26th October
Christmas Break	19th Dec - 3rd Jan
Half Term	18th - 22nd February
Easter Break*	4th - 21st April
Half Term	26th - 30th May
Summer Break	23rd July - 3rd Sept

*NB: the Easter break does not coincide with Easter - there are two weeks between them.

Toy and Fun Sports Libraries in Southampton for 0-14yrs

The Toy Library is where parents, carers or groups can borrow high quality toys and play equipment **FREE** for their children. The Fun Sports Library makes high quality sports equipment available to borrow. The Toy/Fun Sports Library works like a book library: you borrow items and return them within the stated time. Membership and loans are FREE to anyone living in Southampton.

Phone 023 8033 5362, fax 023 8033 5380 or email commplaylink@aol.com

Simon Says Needs Volunteers

Simon Says is a local bereavement charity specialising in the under 18's and wants volunteers to help set up a new Adolescent Support Group within Southampton. This would involve people who are keen to work alongside Simon Says to develop the idea and to oversee the running of the concept.

Contact Hayley at Simon Says, 113 Leigh Road, Eastleigh, Southampton, SO50 9DS; telephone 023 8064 7550; www.simonsays.org.uk.

CIS'ters Conference
Saturday 3rd November
9.00am - 4.30pm
Southampton University
The Ties that (emotionally) bind us

Gillian Finch 023 8033 8080
admin@cisters.wanadoo.co.uk

Photocopier

The Wayne Howard Trust has a photocopier to give away in return for a donation to the Trust. Contact 07899 084335 or lsobel@16sweetbriar.freeserve.co.uk

St Mary's Festival - Apologies

Apologies for getting the information about St Mary's festival wrong in our last newsletter. We are glad that the festival was a great success despite us!

Rose Road AGM

1st October at 6.00pm
Bradbury Centre
300 Aldermoor Road
Southampton SO16 5NA

kellysullivan@roseroad.org.uk



Neighbourhood Renewal Team Funding Newsletter

Introduction

The purpose of the newsletter is to keep partners and colleagues informed about relevant funding opportunities. The newsletter aims to contain information on programmes, grants and funds that are applicable to Southampton, and to highlight funding related policy developments. To get the most from the newsletter it is best read "on-line". **These extracts give a flavour of funding available but it is important to read the full details of each funding stream in the newsletter.** For assistance, please call 023 8083 2355, or email paula.studd@southampton.gov.uk.

Refugee Initiative for Social Entrepreneurs - Unltd

Grants of between £500 and £5,000 are being awarded to refugees who want to set up projects that will make their communities a healthier, happier, safer and more just place. There are no closing dates for applications.

Unclaimed Assets to Improve Young People's Services and Social Investment

The Government has recently announced plans to develop a UK wide unclaimed assets scheme to provide facilities, support and services to young people, so that they can interact better with their local wider community through local sports and youth centres. The scheme will allow money in dormant accounts ('unclaimed assets') to be reinvested in society.

Funding Package for Disabled Children – HM Treasury

340 Million is being made available to improve the lives of disabled children and their families. The funding is designed to include support for short breaks for disabled children, breaks for parents, improvements to childcare accessibility.

Refugee Charles Hayward Foundation - New Guidelines

The Foundation runs a number of programmes, which now includes: Heritage and Conservation, Criminal Justice, Hospices, Older People, Overseas, and Youth At Risk. The Foundation prefers to fund projects in their early stages, which are developmental or innovative, preventive or can provide early intervention.

Ernest Cook Trust

Ernest Cook Trust primarily supports UK-based educational projects in the fields of the countryside and environment, environmental research, the arts, crafts and architecture and youth. The fund awards small grants (from £100 to £3,000) or larger grants (between £5,000-£10,000), usually for one year only.

Community Dividend Fund - Co-Op

The Co-Op Community Dividend fund uses donated change from their dividend reward card scheme to support local organisations in the catchment area of local Co-op businesses. Successful applications are dependent on the project benefiting the local community in the catchment area of a Co-operative Group business (which includes their Funeralcare stores), and those which work with disadvantaged groups or areas in the community. Proposals are encouraged from projects which seek to combat crime and anti-social behaviour, promote education, and improve health and the environment. Awards range from £100 to £5,000.

Neighbourhood Renewal Team Funding Newsletter continued

Development Awareness Fund – Mini Grants Programme

The Department for International Development (DFID) has re-opened the Development Awareness Fund – Mini Grants Programme. The programme provides grants of up to £10,000 per year for up to three years for projects that raise awareness and understanding of international development issues within the UK. The next deadline will be **31st October 2007**.

Irish Youth Foundation Grants

The Irish Youth Foundation aims to improve the lives of young Irish children across the UK, supporting a wide range of projects including training/counselling; drug rehabilitation; advice and advocacy ; youth work; family support; homelessness; educational, cultural & social activities; travellers; and disability. The grants are presented annually and range from £500 to £25,000. The closing date is the **20th October 2007**.

Big Boost - the Big Lottery Fund, UnLtd, Scarman Trust and Changemakers.

A Big Boost Award is cash plus the support to help young people make their ideas a reality - encouraging social entrepreneurship among young people from all backgrounds and helping them to develop projects which make a lasting difference in their community. The fund can award £250 and £5,000 to successful applicants, who must be individuals or small groups of young people from 11 to 25 years old. Applications can be made until **1st November 2007**.

Church and Community Fund

The Church and Community Fund are seeking to support imaginative and innovative projects which involve greater outreach into their community, seeking to meet the community's needs. Grants of up to £15,000 are being offered to community projects run by parish churches, deaneries, dioceses and other bodies connected to the Church of England. The next deadline is **1st November 2007**.

Community Champions Grant Scheme – Hampshire - The Scarman Trust

The Community Champions Scheme provides grants of up to £2,000 to support projects concerning individuals. Although funds cannot be used to cover salaries and wages, they can be used to cover personal expenses, volunteer expenses, training costs, facilitator expenses, child care costs, general running costs as well as other costs required to ensure the success of your project.

Funding for Health Projects in Thornhill

Thornhill's Community Health Group is looking to allocate over £40,000 of funding to charities, statutory organisations and community groups that have an idea for a health focused projects that would benefit the Thornhill community.

For an application form or more information, interested parties should contact Paula Windebank on 023 8091 5402, email pwindebank@thornhillplusyou.co.uk or look on the Thornhill Plus You website at www.thornhillplusyou.co.uk/health_money.asp. The deadline for submission of application forms is **Friday 2nd November 2007**.

UIA Charitable Foundation - UIA

The UIA Charitable Foundation is a small grant making trust, established to provide financial support to organisations that help people in need. Grants of up to £1,000 are available for projects that help children, and support activities such as debt counselling, disability, drug and alcohol addiction, elderly, homelessness, human rights, humanitarian aid, overseas development and poverty relief. **The deadline for applications is the end of January, April, July or October each year.**

Bright Ideas Grant Programme - Age Concern

The Bright Ideas grant programme aims to support voluntary organisations that deliver services which directly benefit older people. Grants of around £2,000 are available through the Small Service Development Grant Scheme, to support new services and the expansion of existing services. Applications can be made **at any time** and are considered on a monthly basis.

Community Awards - Tesco Charity Trust

Tesco Community Awards are currently inviting applications from organisations whose core work supports children's education and welfare, children and adults with disabilities, and elderly people. Awards are one-off donations and range between £1,500 and £5,000. Closing dates are **31st January** and **30 June each year.**

Energy People Trust - Scottish Power

The Scottish Power Energy People Trust is an independent charity established to help end fuel poverty in the UK. Organisations can apply for funding to support projects or schemes covering:

- Crisis funding - e.g. women and children needing emergency accommodation and vulnerable young people setting up their first home.
- Benefits, health checks or income maximisation
- Energy efficiency measures

Priority will be given to projects aimed at helping families with young children and young people.

YouthBank

Youthbank is a unique initiative managed at both a national and local level by a board of young people. Local Youth Banks provide small grants to young people for activities of benefit to the community and that also benefit the young people taking part. Local areas can also receive funding, advice and support from YouthBank UK, the national umbrella body, to set up local Youth Banks.

Lankelly-Chase Charity

The Lankelly Chase Foundation has six themes: Arts, Breaking the Cycle (for sufferers of domestic abuse), Developing Communities, Heritage, Free and Quiet Minds, Offenders and Society. The Foundation will concentrate on smaller charities, those with a regional/local remit geared at involving users and volunteers and has also developed a "limited programme" working with Refugees and Asylum Seekers. Applications can be submitted at any time.

Volunteering in Health Initiative - Office of the Third Sector / Department of Health

The Volunteering in Health Initiative is a new scheme to encourage volunteers from a diverse range of backgrounds within the National Health Service and best practice in the use of volunteers. Voluntary hospital groups will have the opportunity to bid for funds.

fit4funding News

The information contained in this section is **edited highlights from the fit4funding Newsletter**. To receive this newsletter in full, send an email to a.finch@southamptonvs.org.uk stating that you would like to receive this newsletter and that you promise not to circulate it outside your organisation.

Greenprints

Greenprints is a new programme offering funding and support for greenspace improvement projects carried out by 16-25 year olds. **Next closing date: 2nd November.**

Age Concern Grants

The Barclays Grants Programme gives grants of up to £150 to small organisations towards new and expanding services for older people. The Bright Ideas Programme gives grants of up to £2000 to organisations with an income or turnover of less £200,000 a year. Both schemes operate a series of deadlines through the year.

UnLtd Sport Relief Awards

For 11-25 year olds. These awards are to bring communities together through sport. Funding of between £250 and £5000 is available to young people who have a great idea and want to make a difference.

European Funding News European Social Fund: South East update

The consultation period has ended and the priorities for the next round of ESF are likely to remain as follows:

Extending employment opportunities

- Reducing worklessness amongst disadvantaged people
- Addressing NEET (not in education, employment or training) hotspots
- Distributing community grants

Developing a skilled and acceptable workforce

- Reducing the number of people without basic skills
- Improving access to and rates of Level 2 qualifications
- Increasing progression to and achievement of Level 3 qualifications and above
- Skills for enterprise in deprived areas

Due to the reduced amount of ESF funding, fewer and larger interventions had to be looked for. Therefore, to have a chance of success, community and voluntary organisations had to be part of larger partnerships.

For information, visit www.futureesf-se.org.uk and for more information about European funding, contact the SCC International Affairs Team on 023 8083 4047.

Public Sector Creating Not-for-Profit Organisations: Are these a threat for the traditional voluntary and community sector?

It is being reported across the country that many public sector services are floating off from their traditional public sector settings and setting themselves up as social enterprises “that will lead the way in delivering innovating community services in health and social care”.

It is reported that the Hull Teaching PCT is planning to create a community interest company called City Health Care Partnership. With a projected budget of £37m and 1,200 staff, it will be 10 times bigger than any other third sector organisation in Hull and a big contender in bidding for contracts against the voluntary and community sector. This has raised concerns for the charities working in the health and social care field. When ministers called for the voluntary sector to deliver more public services did they really expected large public sector bodies to spin off their service providing arms and establish them as third sector organisations.

One could question whether the new organisations being formed are “playing with legal forms to hide their true public sector identity”. The fears within the sector have prompted CO’s body Acevo to survey its members. Acevo say “this is a significant concern for a number of members and it seems to be becoming more serious as a problem. The state creating new organisations is no substitute for the genuine engagement with the local community, choice, innovation and wider wellbeing that the third sector can deliver.” This is something to watch.

Warming News

Apply for funding now to get help with your heating bills with a Warm Front Grant from the government. Households could receive up to £2,700 to help pay for energy saving measures, such as loft insulation and central heating. Homes that need oil central heating may receive up to £4000.

Those suitable for this grant include: people over 60, people with a long term illness or disability, who have a child under 16 or are pregnant. Residents need to have income or disability related benefit and either live in their own home or rent it from a private landlord.

In addition, Eaga's advisors are able to provide free and confidential advice to customers if they could be missing out on benefit payments.

To apply, call the **free Warm Front helpline 0800 4080 692**.

New NHS Walk-in Centre in the Heart of Southampton

A third NHS Walk-in Centre has opened in the heart of the city on the Royal South Hants hospital site. This means Southampton is the only city in England with three Walk-in Centres. The centre is open from 2pm until 9.30pm Monday to Friday, and from 8am until 9.30pm on weekends and Bank Holidays.

Walk-in centres offer friendly nurse-led services 365 days a year. They are able to treat illnesses and injuries such as infections and rashes, coughs, headaches and stomach upsets, cuts and bruises, strains and sprains. They can also give advice on colds and flu like symptoms, offer blood pressure testing and health promotion and can provide emergency contraception.

Visit www.southamptonhealth.nhs.uk for details about Walk-in Centres and where they can be found.

Recruiting and Retaining Volunteers - Learning the Lessons

Recruiting volunteers poses many challenges, especially for specialised roles like treasurers. Additionally once a volunteer has been recruited, how organisations retain them may present difficulties. From the findings of recent local research, it's a wonder how some groups manage to attract new volunteers, let alone keep them! Although, the report did serve to highlight good practice and positive experiences too. If your group struggles to recruit and retain volunteers, then perhaps there are some lessons to learn from those who are successful, so do read on!

The research was commissioned, via SVS, by the local **ChangeUp** Consortia steering group. It has also funded promotional outreach work focusing on four volunteering recruitment campaigns. The remit of the research was to identify the **blocks and barriers to volunteering** with a view to looking to reduce these by tracking what happens from when an enquiry from a prospective volunteer is made until the time that they are satisfactorily volunteering. The research was based on the view that this **first stage is key to any further involvement by potential volunteers** and that maintaining people's interest at an early stage helps with the retention of people who go on to volunteer. A group of potential volunteers were tracked and the report "**What is important during the first few weeks of volunteering?**" has just been published.

Although based on a small sample of potential volunteers and organisations, it is clear that there is mixed practice around that is deterring some people from going forward as volunteers.

The substance of the findings is that quite a few groups are lax, not only in responding to a prospective volunteer's enquiry, but in failing to keep new volunteers informed of progress during the recruitment period.

The research group were potential volunteers referred, via SVS and other intermediary agencies, over a short period who agreed to be tracked. Some people did not proceed because of a change in personal circumstances but for others there were **issues that hampered progress that lie firmly with organisations.**

These issues break down into a number of areas:

- **Not responding or getting back to people promptly.**
55% of potential volunteers were able to make contact or were contacted within the week, but 45% were kept waiting up to 8 weeks or more for a response. There is simply no good reason not to get back to a potential volunteer within a reasonable time, even if it's just to acknowledge their enquiry, send some preliminary information and arrange a time to meet later.
- **Not keeping people informed about how their application or how checks (references and CRB disclosures) were progressing.**

This was a common fault which was a de-motivating factor for some, "If it wasn't for the fact that I really wanted to do this and followed it up myself, I would have pulled out by now." (Quote from one of the research participants).

- **Not explaining at the first opportunity what the recruitment process entailed and how long it might take.**

Some volunteers said that if they had known and understood this, it would have been helpful and may have influenced any decisions they made.

- **Inflexibility about when training and/or information sessions take place.**

Some groups were quite intransigent and only offered training at certain times which for some people meant a withdrawal as they were simply unable to attend. Not being flexible about induction and training may pose insurmountable barriers for some potential volunteers.

- **Not keeping prospective volunteers involved in some way.**

Just sending a newsletter or inviting to an event whilst the recruiting process took place would have been helpful. To have enabled the prospective volunteer to shadow an experienced volunteer or commenced some training would have been another solution.

- **Simply not ensuring that information on volunteer roles and what the organisation needs is up to date and accurate.**

One person was extremely disappointed to discover that despite an advertisement on the national volunteering data base, Do-it, still being shown, when the organisation was approached they said they no longer had the need. People are really put off by this kind of response! It's good to consider, too, that some people may be anxious or nervous, especially if they have health issues / previous convictions, etc, and may feel that they are being given the "brush off" and not being told the truth.

Whilst the research focussed on the recruitment phase, some of those who had commenced volunteering said not all their experiences had been positive which indicated that a **good recruitment process really needs to be followed up by a sound induction and support package.**

Issues rose included:

- Lack of feedback on performance
- Having concerns sidelined
- No source of consistent support to deal with concerns
- Not having a challenging role and lack of opportunity to discuss this

It was abundantly apparent that had an efficient and prompt response to enquiries been available and straightforward recruitment processes been in place, backed up by effective induction and support, it is likely that many more people would be enjoying a good volunteering experience. Regular supervision meetings, implementing policy and procedures and Volunteer Task Descriptions are all essential elements of a good Volunteer Programme. These should be endorsed and implemented if groups wish to engage with volunteers and gain from a mutually satisfying and beneficial arrangement.

Not all the research came up with negative points. There were some **good experiences** recorded too, especially where groups had implemented good practice advice.

“S” had a positive experience in that the process throughout was friendly and efficient. After the first enquiry, she was contacted straight away, the application form was easy to complete and she received a response within one week. A CRB check and references were required but because she was informed, she stayed with the process. She fed back that her voluntary placement was working well and that the variety of tasks will help with her degree course and future profession. The latter was a good example of a volunteer achieving from their volunteering what they needed to satisfy their personal aims. People are motivated to volunteer for a variety of reasons, some of which are to achieve personal ambitions and goals rather than for purely altruistic reasons. Groups that recognise this and deliver are rewarded by the high calibre contributions made by volunteers.

Those who were continuing with their volunteering expressed their expectations as follows:

- Made to feel at home by those I'm working with
- Receive clear explanations of what I am supposed to be doing
- Know the person I can go to if needed
- Understand the practical arrangements
- Be clear about time commitment and flexibility
- Know how well I will be looked after and protected
- Know that equipment is available to do the job

There were some clear messages:

- **Where experiences were positive, the whole process had worked well. However, for some the lack of feedback on how they were progressing once they had started volunteering became the issue.**
- **Volunteers who had poor experiences depended on their own motivation to keep the progress going.**
- **The issues that arose were basic and relatively easy to address.**

Advice, Support and Training from SVS

SVS hold a range of materials and information on good practice when managing volunteers and the Volunteering Development Team Leader is able to give advice and support. The training programme for 2008 is being planned and will include practical workshops as well as courses on different elements of volunteer management.

Topics will include:

- **Recruiting volunteers.**
Effective recruitment of volunteers to include best practice information as well as tips and advice.
- **Marketing**
It's a competitive field. What's your "unique selling point?" How best to devise an advertisement and where are the most effective places to advertise?
- **Retaining volunteers**
Motivating and retaining volunteers to cover taking a look at the reasons that keep volunteers engaged and how to implement best practice; appreciation of the reasons why some volunteers leave and what can be done to help prevent this.
- **Supporting volunteers**
Supporting volunteers through supervision; being flexible to volunteers needs; mindful to

training requirements and generally keeping good practice implemented to ensure it's a great Volunteer Programme.

- **Induction**
Introducing volunteers both to their role and the organisation. Looking at how to ensure that induction is well thought through, planned and implemented. To include an introduction to volunteering with your organisation; how to ensure that volunteers are aware of the aims of your organisation; the personal rewards that their volunteering will bring; knowledge and understanding of their role – in fact everything that a volunteer should and needs to know!
- **Volunteering safely**
Health and Safety. Vital information that is essential in aiding volunteering to be carried out as safely as possible. Understanding making Risk Assessments.
- **Volunteering in a team**
Group work – just what it says on the label!
- **Confidentiality**
To be covered clearly to ensure that volunteers are aware of the implications if confidentiality is breached.
- **Volunteer Policy**
Developing a policy that soundly reflects all your practices and procedures including amongst other topics diversity, equal opportunities, recruitment practices and procedures, how volunteers are supported, Health & Safety, confidentiality etc.

If you wish to be involved or if there is any topic connected to Volunteer Management, that has not been mentioned here that you would like included, please advise Di Bernstein.

Seminar on Recruiting and Retaining Volunteers **15th November at 2.00 p.m.** **SVS Voluntary Action Centre**

This will be incorporated into the next Volunteer Co-ordinators' Group

If you are not a member of the forum, you would be most welcome, but please advise Di Bernstein ahead of time. The seminar will feed back the research findings and share good practice advice and information. Attendees will receive a resource pack of good practice advice and information.

Volunteer Certificate Scheme

This scheme, run jointly with Southampton City Council's Training and Employment Initiatives, sets criteria about best practice in volunteer management. Nominations are now sought for the next round. The closing date is **Friday November 30th 2007**. The Mayor will present certificates in January 2008, the day yet to be confirmed. If your group does not yet meet the standard set in the criteria, why not contact Di Bernstein and ask for some help?

Direct Dial: 023 8021 6015, d.bernstein@southamptonvs.org.uk

Audits and Independent Examinations

Most organisations require some form of external scrutiny of their accounts either by an Auditor or Independent Examiner. Unfortunately, there are different rules depending on the legal form of your organisation and some of these rules have recently been changed by the Charities Act 2006. The basic rules are as follows:

Your Constitution

You must do what your constitution says. The only exception to this is for charities with older constitutions where the term 'audit' is used. Many constitutions use the term audit without really knowing what it means. If you think that the intention was not for an audit by a registered auditor, then - providing you fit the criteria below - you can opt for an independent examination, but you must change your constitution as soon as possible.

Your Funders

Watch out for any particular conditions of grant aid. It is rare for funders to insist on a full audit, but not unheard of. Sometimes funders are unaware of the significance of the term and you may need to educate them about the Charities Act. Sometimes, they insist on a higher level of scrutiny than is legally required.

Charity Law - for Charities

£ Income per annum	Requirement
0-10,000	No external scrutiny required
10,001 – 500,000	Audit or Independent Examination
Over 100,000 and gross assets over £2.8m	Audit
500,000 and over	Audit
(Applies to accounting periods beginning on or after 27 February 2007)	

Company Law - for groups which are NOT charities

£ Income per annum	Requirement
0 – 5.6 million (net)	No external scrutiny required
over 5.6 million	Audit

Charity and Company Law - for groups which are Charitable Companies

These are complex and have changed as a result of recent legislation. Charitable companies which qualify as a small company under company law will become subject to the scrutiny regime of the Charities Act 2006. Once these changes take effect, only those charitable companies that do not qualify as small companies will remain subject to the audit regime of the Companies Act.

Groups which are not charities or companies

The only rules are those imposed by your own governing instrument or your funders.

Who can audit?

The 1989 Companies Act introduced the concept of 'Registered Auditors'. These are people, registered by their professional accounting body to carry out audits.

Cont'd...

Registration implies that the auditor complies with all relevant legislation and standards set or adopted by his/her professional association. So, be careful when using the term 'audit'. If you require or opt for an audit you must ensure that the person or firm is a 'Registered Auditor'. The Auditor will carry out various tests and investigations to form an 'opinion' on the accounts and report their opinion to the trustees.

Who can perform an independent examination?

The Charities Act states that the Independent Examiner shall be: "*an independent person who is reasonably believed by the trustees to have the requisite ability and practical experience to carry out a competent examination of the accounts*". Although, in theory, anyone can do this job, the Charity's trustees have a legal duty to make sure that the person knows what they are doing. You could ask for references; you could ask what experience they have; you could ask if they follow the guidelines produced by the Charity Commission for conducting an independent examination. If you need guidance on selecting an examiner, you may find the Charity Commission's publication CC63a useful. Under the 2006 Charities Act, to examine the accounts of a charity from £250K to £500K, the examiner must be a member of a body recognised under section 249D(3) of the Companies Act 1985.

What does an independent examination involve?

The examiner reports to the trustees on whether anything has come to his/her attention, which gives reasonable cause to believe that the accounts do not comply with the regulations. The examiner would normally follow the Charity Commission's guidelines for independent examiners. For small charities, most examiners probably prepare accounts from the accounting records as well as performing the examination. This may seem a bit odd, but it is common practice.

To what extent can you rely on an examination?

A funding officer was once heard saying, "*Oh, everything must be OK because you do their accounts*". This shows a serious misunderstanding of the role of the independent examiner. For example: the examiner does not say that the accounts are correct; cannot report on what is not there; does not pass judgment on whether all expenditure was reasonable; the examiner does not report on the effectiveness of the use of grant aid; will not guarantee to spot all errors, and may not even look for errors considered to be immaterial and finally, the Examiner's Report will be written some time after the events have occurred.

Whistleblowing and reporting

Any auditor or examiner has a duty of confidentiality to the client. However, in exceptional circumstances, there is a legal duty to report directly to the Charity Commissioners. This would arise for example, where the examiner came across evidence of deliberate or reckless misconduct by the trustees.

All auditors and most independent examiners will also write a report - sometimes called a management letter or post examination report - to the trustees on conclusion of the work. This letter will point out any weaknesses in the systems, which need addressing as well as any other points the trustees should consider. It is a very important document and should be read by all the Committee members.

Based on a briefing paper for small charitable organisations produced by the Community Accountancy Network

For advice or information, contact the Charity Commission's helpline on 0845 3000 218, or website www.charitycommission.gov.uk. Or contact Pat Hurst on 023 8021 6021 or email p.hurst@southamptonvs.org.uk.

**OCTOBER 2007****5th SIMCHAT TORAH *Jewish***

This festival marks the completion of the annual cycle of reading from the Torah.

7th PAVARANA *Buddhist*

Pavarana means 'to invite' and on this day monks who have completed the Retreat invite their fellows to admonish them for their failings.

9th LAILAT-UL-QADR *Muslim*

The 'Night of Power' commemorates the night in which the Prophet Muhammad received the first revelation of the Qur'an. Many Muslims spend the night praying and studying the Qur'an at their local mosque.

11th NAVARATRI/DURGA PUJA/DUSSEHRA *Hindu*

While it is known by different names, this is one of the few festivals celebrated across India. Navaratri means 'nine nights', which is how long the festival lasts. The final three days are the most important.

13th EID-UL-FITR *Muslim*

This festival of the breaking of fast comes at the end of Ramadan. It is a time for almsgiving and a time for family get-togethers and contact with friends, especially with those who live far away.

15th – 22nd INTER FAITH WEEK OF PRAYER FOR WORLD PEACE

Prayers from the literature of several different world religions are published each year in a special leaflet for use in this week.

19th CHUNG YUAN *Chinese*

Chinese Buddhist and ancestral festival called the 'Festival of Hungry Ghosts'. Paper objects for use in the spirit world are made and offered to aid the spirits who have no resting place or descendants.

**20th CONFERRING OF GURUSHIP ON GURU GRANTH SAHIB BY GURU
GOBIND SINGH 1708 *Sikh*****20th ANNIVERSARY OF THE BIRTH OF THE BAB *Baha'i***

The Bab (the title means "Gate") was born in Shiraz, Persia in 1819. He called people to religious renewal and to await the coming of a new messenger from God.

31st SAMHAIN (pronounced Sow-in) *Pagan*

The Wheel of the Year is seen to begin at Samhain, which is also known as Hallowe'en or All Hallows Eve. This is the Celtic New Year, when the veil between the worlds of life and death stands open.



**NOVEMBER 2007****1ST ALL SAINTS DAY** *Christian*

This day provides a chance to give thanks for the work and witness of all saints, recognising that not all are known or specially celebrated.

2ND ALL SOULS DAY *Christian*

The departed are remembered and their souls are prayed for.

2ND ANNIVERSARY OF THE CROWNING OF HAILE SELASSIE 1 *Rastafarian*

One of the holiest days of the Rastafarian year.

5th KATHINA DAY *Buddhist*

On the final day of the Rains Retreat or at some time in the following month, cloth is transformed into a Kathina robe presented to one particular deserving or virtuous monk in a special ceremony. The laity are able to gain merit for themselves by watching the ceremony.

9TH DIVALI (DEEPAVALI) *Hindu/Jain*

A Hindu New Year festival lasting one to five days when lights are hung out and fireworks exploded. This is a festival of lights generally associated with Lakshmi, goddess of wealth and prosperity.

9TH DIVALI (BANDI CHHOR DIVAS) *Sikh*

Sikhs also celebrate Divali as the sixth Guru, Guru Hargobind was released from prison on this day. It is a time for new clothes, presents and sweets.

11TH REMEMBRANCE SUNDAY *Christian*

The Sunday nearest to Armistice Day devoted to remembering the dead of two World Wars and subsequent wars.

12TH ANNIVERSARY OF THE BIRTH OF BAHÁ'U'LLAH *Baha'i*

Founder of the Bahai faith, he was born the eldest son of a Persian nobleman

15TH SHICHI-GO- SAN (SEVEN- FIVE-THREE) *Japanese*

Girls of seven, boys of five and girls of three are dressed up and taken to a Shinto shrine to pray for their future well-being.

24th MARTYRDOM OF GURU TEGH BAHADUR 1675 *Sikh*

The ninth Guru was executed, under orders from the Moghul Emperor, for upholding an individual's right to worship in the manner of his/ her choice.





Southampton Voluntary Services

List of Local Training

Sept – Dec 2007

FREE COMMITTEE SKILLS WORKSHOPS

The Committee as an Employer
Fundraising Activities
Roles and Responsibilities
Staff and Committee Relationships
Financial Meetings

Applying for Funds
Valuing Volunteers
Developing and Planning
Regulations and Rule

These workshops are designed for anyone who wants to develop their committee skills. If your organisation is interested in any of these workshops please contact Chris Hammond at SVS on 023 8021 6012 for further discussion and to arrange a date.

CRIMINAL RECORDS BUREAU SEMINARS*

Date & Time: 24th September 13:00, 17th October 10:00 am & 17th Nov 14:00
Venue: Voluntary Action Centre
Cost: **FREE**

This workshop will help you identify who in your organisation would need a police check, what policies and procedures you need to have in place and the processing of the disclosure application, all in line with the CRB codes of practice.

**For further details please contact
James Ash on 023 8021 6014**

**Public Speaking Workshop
Fri 9th November 10-1pm
At Voluntary Action Centre**

If you are lacking confidence in standing up and speaking to an audience then this workshop will help you gain the skills required to project your voice, put your views over in a concise and orderly manner.

Roy Stubbs, chair of Hospital Radio is running this workshop and has numerous years of experience in public speaking. To book yourself a place call SVS on 02380 228291

Planning an Event

Time: 10.15am-2.30pm
Date: Wed, 17,31 Oct, 14,21,28
Nov, 5 Dec
Venue: Weston Adventure
Playground.

To book a place or for more
information please call TWICS
023 80671111

TWICS

Training for work in communities

Are you involved in the community, or would you like to get involved?

You may be a paid worker, or active as a volunteer or helper with a group

For information about courses, cost of courses or any other queries Please call **023 80671111**
Or visit our website on www.twics.org.uk

Stepping towards becoming an Emotionally Literate Trainer

Time: 9:30 – 3:30
Date: 3rd and 4th of October 2007
Venue: Bitterne Manor Community Centre

To book a place or to find out more, please call
TWICS on 023 80671111



FREE - Basic Awareness Training

Southampton Children & Young Peoples Alliance has received some funding from the Children's Workforce Development Council to provide some training for voluntary sector providers in the following fields:

Safeguarding Children

Disability Awareness

Deaf Awareness

Visually Impaired Awareness

For further details please contact
Philip Lee 023 8021 6017

At the moment, TWICS is undertaking a short project, through **ChangeUp**, to discover the needs of those providing training to the Voluntary and Community sector in Southampton. The aim of the project is to make the most of the training provision in Southampton. Most of you, who provide training in Southampton, will have received a short questionnaire by e-mail, I would ask that you do return a completed form to TWICS, as requested, so that the process can start from a secure footing. The training list below is provided in good faith and is intended for information only; it is the responsibility of the individual or organisation undertaking the training to make contact with the training providers and to make their own bookings etc. Thanking you in advance for your cooperation.

Christine Tebano, TWICS.

Date & Time	Course Title	Venue/Fee	Provider/Trainer	Contact Details
20/09/07	Basic food Hygiene	Alton College £40-£80	Community First	(01730) 710017
22/09/07	An outcomes Focus	The Winchester Centre, £20	Winchester area community action	01962 848032
	User Involvement	Fairways House Mount Pleasant Road Southampton	ROCC	023 8023 5475
24/09/07	Maximising the Media	Southampton £100	Beginnings	07934463399
24,25/09/07	Employment Law	Brockenhurst College, £95	Brockenhurst College Business Services	01590 625589
27,28/09/07	Project Introduction	St Mary's Stadium	City Training	023 80229222
29/09/07	Account Training for small Businesses	Southampton City College, £155	Focus Business Development Unit	023 8057 7426
21,28/09/07 05/10/07	Basic Food Hygiene	Gordon Hall, Bitterne	TWICS	023 80671111
02/10/07	Difficult, disturbing and dangerous Behaviour	Eastpoint Centre Southampton	ROCC	023 80235475
02/10/07	MS Word 2	Unit 14 City Commerce Centre Southampton, £66	Sector Training	023 8022 3300
03/10/07	Effective Committee Skills	Fareham	Jim Gilhooley	01329 231899
03,04/10/07	Becoming an Emotionally Literate Trainer	Bitterne Manor Community Centre	TWICS	023 80671111
08/10/07	Lone working and risk assessment	ROCC offices Southampton	ROCC	023 80235475
25/10/07	Support planning and key working skills	ROCC offices Southampton	ROCC	023 80235475
25,26/10/07	Effective Supervision Skills	The Wells Centre Eastleigh £178.50	IDT Training	01803 299049 www.idttraining.co
Oct/ Nov/07	FREE Enterprise Training	TBA	Women's Wisdom	023 9241 2956
18/10/07	Exel Introduction	St Mary's Stadium	City Training	023 80229222

Date	Title	Venue / Fee	Provider / Trainer	Telephone
18/10/07 & 29/11/07	Getting Ready for Enterprise	Brighton	Sustainable Funding Project	01273 234773
29/10/07	Induction to moving and handling	The Quinn Centre, Southampton	The Quinn Centre	023 80741614
30/10/07& 6,13/11/07	Basic Food Hygiene	Shirley Warren Centre	TWICS	023 80671111
30/10/07	Disability Discrimination	Civic Offices, Basingstoke	Basingstoke and District Training	01256 844844
07/11/07	Reaching into your community	Northam Centre	TWICS	023 80671111
08/11/07	Learning Disability Awareness	ROCC Offices	ROCC	023 80235475
13/11/07	Outlook Introduction	St May's Stadium	City Training	023 80229222
19/11/07	Basic Disability Awareness	The Bradbury Centre	SVS	023 8021 6017
22/11/07	Word Introduction	St Mary's Stadium	City Training	023 80229222
24/11/07	Basic Safeguarding Children Awareness	Cantell School	SVS	023 8021 6017
26/11/07	Training for trainers, learn to promote environmental sustainable development within communities	African Caribbean Centre	Federation Community Development Learning (Every Action Counts)	0114 2 536 770
27/11/07	Basic Safeguarding Children Awareness	St Deny's Community Church	SVS	023 8021 6017
3/12/07	Basic Deaf Awareness	Southampton Mencap	SVS	023 8021 6017
6/12/07	Basic Safeguarding Children Awareness	The Warren Centre	SVS	023 8021 6017

'WHAT TRAINING DO I REALLY NEED, WHERE CAN I GET IT & HOW MUCH WILL IT COST?'

If you are asking the same questions, book a FREE session with an experienced LearningNet Advisor. This is a tremendous opportunity to discover your skills gaps, and to be given full details of relevant training courses. Learning Net is the only service that is developed by the voluntary and community sector for the sector, gives impartial advice and assesses the needs of volunteers as well as staff. For further information contact: Louise Evens on 023 8021 6019 or Tina Waterman-Roberts on 078 6781 3488.

DISCLAIMER

Notices of publications, events, services and articles included in this mailing do not necessarily carry an endorsement by SVS. Whilst we encourage freedom of speech, we reserve the right to refuse any item which contravenes SVS's Equal Opportunities Policy.

MISSION STATEMENT

To facilitate the improvement of the quality and diversity of community and voluntary activity in the city. SVS works flexibly with others to meet the needs of individuals and communities.

If you would like to become a member of Southampton Voluntary Services
(no fee payable) please contact the office.

The '**SVS MAILING**' is produced by:-
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