



**Southampton
Voluntary
Services**

**FORWARD
TOGETHER**



Annual Review

April 2008 - March 2009

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

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

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

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



Forward Together was our theme for 2008-9 reflecting not only the collaborative and partnership based approach to our work but also characterising how we have faced a year of very mixed fortunes at SVS.

During the year we celebrated successes, achievements and anniversaries including:

- **21 years of Family Projects** and of its initial worker, now team leader, Di Barnes
- **10 year anniversaries** for SVS, Shopmobility and Street Homeless Prevention Team services, and
- Formal ratification of **2 quality awards** – a new one from our national body NAVCA and a third reaccreditation for Investors in People.

It has been an emotional rollercoaster of a year and with hindsight we were tempting fate when the year commenced so optimistically with a major conference themed **“The Future’s Bright”** given the context of the year overall both for SVS and wider society. The positives were overshadowed at times by facing adversities including major funding uncertainties, difficult client related behaviour, changeover of personnel in key areas and several staff on long term sickness.

Positively, we saw an **escalation in volunteering enquiries** over the year. This was most vividly evidenced at the Guildhall Student Jobs Fair where we saw a tenfold increase in enquiries from imminent graduates who mostly felt their chances of getting a job were slim and wanted to enhance their skills through volunteering. This is a perverse upside to the otherwise difficult economic picture of the times with significant downturns in employment.



The Future’s Bright

Southampton Voluntary Services



Forward Together in the Race for Life

We were pleased to be involved with the multi **agency information sessions** for Ford workers as part of their redundancy preparation package and have developed some good working links with Job Centre Plus colleagues.

Issues linked to commissioning, **tendering and procurement** have increasingly become a major concern within the sector. Sector meetings heard some of the most strongly expressed views for a long while and were followed up with a meeting with key SCC officers who also heard the frustration and examples of poor practice cited. These issues will continue to be a focus of work and training both for SVS and through the **Change Up Capacity Builders consortium**, which SVS leads and services, and which successfully bid for a **capital grant** which has bought additional items for use by the sector in the Voluntary Action Centre.

Along with our national bodies NCVO and NAVCA, through which we link local issues and concerns into wider contexts, we have continued to support the sector in funding issues whilst articulating to national and local government that **grant funding** should continue to have an important place in the repertoire of sector funding options. SCC’s forthcoming grants review will be an anxious time for many grant funded groups in the city and SVS will try to inform and support them through this.



Volunteer Certificate presentation



Young Carers meet Childrens' Commissioner

Lions support Shopmobility



SVS Annual Toy Appeal



Users' Voices

SVS was pleased to be a partner in the successful bid for **Grassroots Grants** funding, designed to support a small grants programme for local groups with limited annual funding. We have assisted many local groups to access this funding pot and managed to secure an over-allocation for the city in its first year.

Giving a voice to the sector is an integral aspect of SVS work. SVS has continued to support the sector representatives involvement in the **Southampton Partnership Policy Board** through briefing and provision of information and with a seat on the SP **Delivery Board** which oversees progress on Local Area Agreement targets and strategic plan delivery as well as pulling together cross sector initiatives such as the Skills and Employment zone which aim to make real differences in these difficult times.

SVS has been able to raise issues for the sector such as commissioning principles, funding and grant issues, safeguarding and CRB issues, minibus driver regulation concerns and workforce development matters at the **Children's Trust** Board.

Similarly on regional issues SVS links into the RAISE network and has been able to contribute to consideration of **economic development issues and capacity** in the region.



Young people Forward Together

Through membership of the county Resilience Forum Voluntary Sector Working Group, SVS has been able to promote the very useful contribution and capability that voluntary organisations can make to **emergency planning, local resilience** and recovery from major incidents, including significant consideration of the complex issues about potential pandemic flu planning.

We hope that all who support us whether through money, including our core grant support from **SCC and SCPCT** and additional grants and contracts from various funding sources, in kind or as **volunteers** are convinced that their investment plays an important part contributing to SVS's support to the sector, our local communities and people and that we will continue to earn their support as we move forward together.

Particular thanks go to SVS Chair Roy Stubbs who has unfailingly been there to talk to and share problems throughout the year and to Chris Hammond who retired after many years of service in March 2009.

Undoubtedly it has been a year which we would not have got through without the strong team spirit of the staff and volunteers, including our **Executive Committee**, within SVS and also from our members and partner organisations who have rallied and encouraged us through the downs as well as joining with us to celebrate the ups so our thanks go to all of you for your immeasurable support. Together we have moved forward and will continue to do so as we look to progress our work and remain the flexible and responsive umbrella organisation for the vibrant voluntary sector in the city.



As the umbrella body for the sector locally and lead infrastructure development body with almost 500 member organisations and growing steadily, SVS aims to provide a **voice for the sector and the best of support** to local voluntary and community groups to make them more effective and able to best meet local needs and fulfil their main aims and objectives.

Throughout the year:

- we have offered a **daily enquiry** service as well as our first Thursday of the month evening drop in session and **Trustee development** programme training sessions
- **SVS Mailing** has distributed information across the sector and increasingly **targeted email** mailings are used to keep component parts of the sector briefed on relevant issues
- SVS convened **forums and networks** have been supplemented with **SVS Briefings** where issues cut across the interests of various segments of the sector and include, for example, sessions on personalised budgets and the Putting People First / In Control agenda; Meet the Primary Care Trust Chief Executive; Contracting, tendering and commissioning issues; SCC Charging policy and a diverse range of other topics relevant to the sector and changing world in which we operate
- we have run **training sessions** on a variety of sector wide topics particularly focusing on skill development for committee members, staff and volunteers across the sector
- we have offered one to one consulting and committee training and development.

Workforce development has seen the VSST team involved in the delivery of a wide range of training and workshops including:

- CRB and Independent Safeguarding Agency developments
- new ACAS grievance and disciplinary procedures
- recruitment and retention of staff
- disability and equalities awareness
- Children and Young People sector specific training
- collaborative working and partnerships
- tendering for services.

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Ongoing issues around staff employment law, recruitment, management, disciplinaries, TUPE and good employment practice for trustees and managers are all within the remit of our **Human Resources** Development worker who supports the sector on these issues and models her guidance by overseeing SVS's own HR issues and who also has overall responsibility for the CRB Umbrella Service we offer to the sector.

Introduction of the **Independent Safeguarding Authority** (ISA) and promoting of best practice around all aspects of **Safeguarding Children and Adults** has increasingly become a focus of work for the whole VSST team as we are acutely aware of lack of awareness and application of appropriate measures in some voluntary organisations. SVS has developed 'model' policy templates in these areas which organisations can use based on their own circumstances and understanding of the issues.

SVS staff from across various teams have attended safeguarding training, seminars on Common Assessment Framework, neglect and safeguarding issues and Serious Case review findings to ensure any support to the sector is modelled in our own good practice and the SVS Chief Executive has been asked to join the Local **Safeguarding Children Board**, a hugely important area of collective responsibility for any of us concerned with the wellbeing and protection of children.

Our work with younger people includes administering the small grants programme for the **5-13s Strategy Group** and using the young people's panel recommendations as the process for allocating funds, and with an SVS convener of the **Children and Young Peoples Voluntary Sector Alliance** we bring a breadth of knowledge and perspective across the range of organisations in this part of the voluntary sector.

The **Adult & Disability Forum** and **Mental Health Forums** provide a similar focus for adult work. Team members similarly link with **Safeguarding Adults** work and have successfully bid for national funding to cascade information on the associated **Deprivation of Liberty** issues; work has commenced and will be shared with colleagues across the SE regional voluntary sector network.

VSST staff have continued to support groups:

- with bids to varied funding sources including acting as referees for grant applications
- sitting on allocation panels to advise for several local small grant pots

- through production of the **SVS Small Grants Guide** and dissemination of targeted and general funding information
- by providing fundraising ideas, training and helping groups use the **Funderfinder** programme at the VAC.

VSST members have also had involvement with all of the **key partnerships** in the city including **Southampton Partnership Delivery Board** and:

- **Safe City Partnership**, including being part of the **Prevent** agenda steering group, a highly sensitive piece of work with Muslim and wider communities around preventing violent extremism which truly requires a sustained community development approach and capacity building within community groups if it is to secure ownership and support amongst those communities most affected and is not to have the converse effect of increasing risk to Muslim communities
- **New Communities strategic group**
- **Communities and Renewal Partnership**, the body which oversees the Local neighbourhood renewal strategies and champions issues of (in)equalities, cohesion and neighbourhood deprivation
- **Children's Trust**, reporting back to the sector on wide ranging issues raised, which is posted on the SVS website
- **Health & Wellbeing Strategic Partnership** and **Healthy Living Delivery Board**, seeking to achieve health gains through the community and voluntary sector
- **Later Years Partnership**, working in partnership to make Southampton a city that is good to grow older in and focusing on areas including housing strategy, health, fitness and fun for the city's over 50s
- **Active Southampton**, identifying new initiatives to get people more physically active, with a focus on 'active volunteering'.

Our **Volunteer Support Development** work continued apace with a 45% increase in volunteer registration with SVS, regular **Volunteering Information Sessions**, one to one sessions, involvement in Employer-Supported Volunteering events and work with Job Centre Plus. We organised a 'Make a Difference Day' enabling ten sector organisations to meet potential volunteers, with one commenting that "having all the organisations in one place makes it easy to see what's on offer". Our good practice development continued apace with advice and presentations particularly through the Volunteer Co-ordinators Group network.

Forward Together Voluntary Sector Support in Action

Priory Road Community Group

- Thriving, vibrant lunch club by Priory Road Community Group



- Support, guidance, shared experience and fundraising assistance from SVS
"From the word go, your expertise and experience helped us become organised and energised ... giving us confidence to take steps forward ... creating an atmosphere that older people seem to really enjoy. We couldn't have done it without SVS."

Kathakali



- Produced dictionary of Kathakali Mudras (sign language) by The Kala Chethena Kathakali Company including working with the deaf community
- Advice on constitution, long term planning and on the Awards for All application, which funded the dictionary, by SVS

"Thank you very much... we got the grant... first ever dictionary of Mudras"

Communicare in Southampton

- Volunteer support in the community by Communicare in Southampton



- CRB service, accounts compliance review, training, briefings, funding and volunteering advice from SVS
"Advice, guidance and support readily given"

SVS SERVICES

SVS Services delivered directly to the general public have seen many achievements but also some extraordinarily challenging client behaviours, staffing gaps and funding crises all adding to the rich mix of day to day challenges!

Family Projects interact with over 100 of the City's most vulnerable families each week through 10 groups and home visits. Our work is integrally linked to the strategic objectives of our Health and Social Services partners.



Dentist - No Fear!



Family Fun Day



Banging the drum for FamPro

- During the year we offered:
- play opportunities in safe, stimulating, Ofsted inspected crèches, supported by qualified caring staff
 - health sessions for parents and children including no fear of dentists
 - 12 week Incredible Years Parenting courses
 - Family Learning Week, formally recognising achievements
 - access to the Book Bus and visits to libraries
 - encouragement and opportunities for parents to access training and employment
 - a fun day on the Common to bring families together
 - a chance for the Fathers Group to produce their own healthy recipe cookbook
 - a school holiday care scheme for children in temporary accommodation
 - the highly successful annual Toy Appeal.

Our own funding crisis brought about support from professionals and families alike and a positive outcome. We look forward to a secure future for the Projects working alongside our partnership agencies as always.



Young Carers cooking together

Young Carers gave regular support, respite, leisure time, education and health services to 116 young carers utilising peer support whilst increasing self esteem and self confidence. A 15 year old young carer commented that "You're the best! I feel so much better knowing that I've got someone to turn to who understands where I'm coming from. You don't judge me or make assumptions. Thanks for everything."

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The Project offered young carers:



Young Carers coping with emergencies

- support groups in seven secondary schools and three city-wide evening groups
- involvement in planning group sessions
- trips, activities, workshops and residentials
- the chance to prepare their newsletter
- one to one support through volunteer befriending.

Our young carers wrote, starred in and produced, with Saucepans, a film 'Bang Out of Order' highlighting difficulties young carers face within school and how schools can best support them. The film has been well received locally, nationally and internationally, with support from the Children's Commissioner for England who consulted our young carers on how government can best support vulnerable young people. Our young people were inspiring and motivating, influencing national policy and practice.



Volunteer receives Best Practice Award

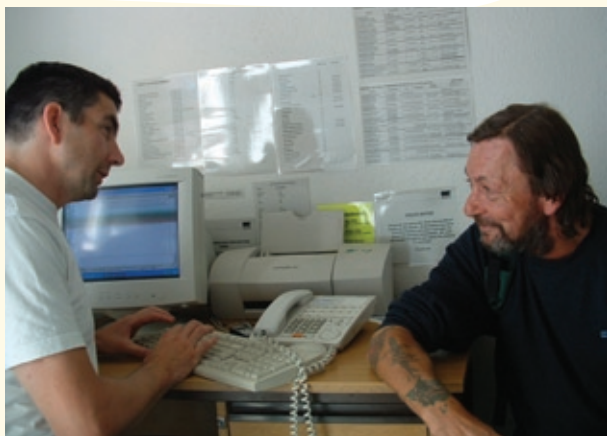
Shopmobility promotes independence through wheelchair and scooter hire and a Shopping Companion service. High quality standards and individual customer service are key targets. A customer commented that "if it were not for Shopmobility it would be impossible for me to visit the city centre. Shopmobility is the best thing that has ever happened for me. Please, please keep up the good and very necessary work."

- Successes included:
- daily scooter and wheelchair hire and new customer registration increasing by 7% and 21% respectively, demonstrating strong demand growth
 - additional voluntary fundraising to support the service
 - jointly hosting 'Living with Disability - you can do it' awareness day focusing on the positive aspects of disability
 - winning the National Federation of Shopmobility's 'Best Practice' award.

Our highlight was celebrating 10 years of service, attended by supporters, staff, volunteers and customers. All played their part but special thanks go to our 12 volunteers; without them the service could not operate.

The **Street Homeless Prevention Team** recognised its 10th anniversary in a difficult year with many people facing financial pressures and job losses, impacting on the work of the Team. Key areas are:

- outreach – linking with other agencies to ensure a co-ordinated approach. The team build trusting relationships, giving clear information about access to services
- day centre referral sessions – assessing over 1,000 people, prioritising Assessment Centre vacancies
- Risk of Eviction Scheme – preventing 95% of evictions, mediating with service users and housing providers
- Referral protocol – managing the referral process for SCC and housing providers
- working with people with multiple needs – supporting individuals with entrenched chaotic and challenging needs
- volunteering and befriending – providing options for people thinking about how to fill their day with activities, including our 'Task Force', Allotment, football sessions and producing 'The Bench' newsletter.



Hostel referral session

The Team again met its targets, only possible with the assistance and co-operation of partner agencies. This focused joint work and shared commitment will enable the team to move forward towards the Government goal of ending rough sleeping by 2012.

MORPH is actively involved in drug related issues on a local, regional and national level and provides wide-ranging services including:

- advocacy – helping people get into, stay in or change their drug treatment or aftercare
- weekly 'drop-in' – providing access to an advocate, peer support and opportunities, including volunteering, for people wanting to develop drug-free social lives
- Morphin Newsletter – with increasing circulation and including a Directory of Local Services consulted by drug workers as well as service users



- e-Warning Poster system – a quick turnaround to services and projects
- peer support – forums, talks to prisoners, training and volunteer involvement
- Morph Sound Unit – a live music activity for those in-treatment but at risk of relapse.

Morph continued to move forward together with many agencies working for the best interests of local drug users, improving treatment delivery and ensuring that drug users continue to be included in the design of treatment and aftercare, and has been cited as an example of good practice by the National Treatment Agency.

Safe in Sound believes people have a right to accurate, reliable and honest information regarding the impact substance use and related issues may have on their lives, in order to make informed choices.

The Project has worked closely in partnership with other agencies and through a growing group of volunteers to deliver:

- city centre initiatives responding to alcohol use in the night time economy including staffing the SOS welfare point over Christmas and a street marketing campaign to raise awareness of safe drinking levels
- sector wide training and awareness raising including Street Pastors and the city's Universities
- a widened focus including recreational cocaine users and the city's gay scene
- the most extensive round of K2 Urban Youth Festivals, attracting over 40,000 people to five events and involving national partners BBC Blast and Network Rail in our August event.

The project achieved success in a QuADS Organisation Standards for Drug and Alcohol Services external audit.

K2 - Safe in Sound



SVS AND HOW TO CONTACT US (as at 31 July 2009)

All staff except the Shopmobility service operate from the Voluntary Action Centre. All staff can be contacted by email: initial.surname@southamptonvs.org.uk We are happy to meet up with groups outside of office hours, so do give us a ring, this may be particularly useful for committee members who may be busy with other things during the day.

STAFF BASED AT THE VOLUNTARY ACTION CENTRE

Kingsland Square, St Mary St, Southampton, SO14 1NW
Telephone 023 8022 8291

Opening hours:

Monday – Thursday 9.30am – 4.30pm, Friday 9.30am-4pm

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

VOLUNTARY SECTOR SUPPORT TEAM

Jo Ash	Chief Executive
Philip Lee	Deputy Chief Executive
Di Bernstein	Volunteering Development Team Leader
Lindsay Davies	Human Resources Development worker
Louise Evans	Development worker - outreach and small groups (p/t)
Rob Kurn	Health Development worker
Auran Sood	Adult & learning & skills Development worker (p/t)
Rebecca Spake	Volunteering outreach worker (p/t)

Plus volunteers

FAMILY PROJECTS TEAM

Di Barnes	Team Leader
Debbie Connis	Project worker (p/t)
Teresa Cooke	Project worker (p/t)
Sam Garrett	Project worker (p/t)
Jacqui Honeywell	Project worker
Pauline Hughes	Project worker (p/t)
Jo Payne	Project worker (p/t)

Plus sessional playworkers and volunteers

STREET HOMELESS PREVENTION TEAM

Julie Stoop	Team Leader
Dave Cotton	Project worker
Sarah Gale	Project worker (p/t)
Sarah Jeffery	Project worker (p/t)
Karen Ringwald	Volunteer Co-ordinator
Martin Smith	Project worker

Plus volunteers

OTHER SERVICES

Megan Marks	Young Carers Team Leader
Shelley Stevens	Young Carers schools worker (p/t)
Jo Payne	Young Carers schools worker (p/t)

Plus Young Carers project workers and volunteers

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

Plus MORPH volunteers

Rob Kurn	Safe in Sound co-ordinator (p/t)
Becky Spake	Safe in Sound worker (p/t)

Plus Safe in Sound volunteers

FINANCE AND ADMINISTRATION

Andrew Jackman	Finance and business controller
Lauren Gellatly	Admin secretary
Anna Hutchings	Admin secretary
Jude Perrott	Finance officer
Rowena Singh	Receptionist / administrator
Victoria Smith	Senior administrator
Sue Vine	Cleaner (p/t)

Plus volunteers

STAFF BASED AT CITY SHOPMOBILITY SERVICE

7 Castle Way, Southampton, SO14 2BX

Telephone 023 8063 1263

Opening hours: Monday – Saturday 9.30am-5pm

Lilah Turtle Co-ordinator

Sue Perrin Assistant co-ordinator (p/t)

Richard Wilson-Smith Office assistant (p/t)

Plus sessional workers and volunteers

SVS EXECUTIVE COMMITTEE

Elected representatives (as at 31 July 2009)

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

SOUTHAMPTON CITY COUNCIL NOMINATED REPRESENTATIVES

Cllr N Fitzgerald

Cllr A Samuels

EX-OFFICIO MEMBERS

Dr G Watkinson Southampton City Primary Care Trust

Mr C Hawker Southampton City Council Health & Social Care

Mr C Mitchell National Offender Management Service

FRONT COVER IMAGES from top

Young Carers – Forward Together, Table football champions!

SHPT Task Force in action, Enjoying lunch in Priory Road

Dressing up, K2 Urban Youth Festival **INSET:** Volunteers are stars

Images of K2 Urban Youth Festival courtesy of www.nickspics.co.uk

Communicare of Southampton image courtesy of Southern Daily Echo

'Morph Volunteer Stuart' Image courtesy of Exchange Supplies and the Department of Health

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