

SVS MISSION STATEMENT

SVS aims to support a vibrant voluntary and community sector with a strong voice and the best of support. SVS actively promotes voluntary action and the provision of essential services to vulnerable communities.

SOUTHAMPTON VOLUNTARY SERVICES 13th ANNUAL REPORT 2010 - 2011

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Community Service**

SOUTHAMPTON VOLUNTARY SERVICES

ANNUAL REPORT 2010 – 2011

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CHAIR'S REPORT

April 2010 – MARCH 2011

I am honoured to introduce this annual report and may I suggest that you do not merely glance at its pages, but take the time, probably requiring two or three sessions, to thoroughly review the different sections highlighted within.

Adapting To Change is the theme for this Report and SVS is a complex organisation constantly adapting – but at the same time continuing to deliver services to meet the needs of the community and the requirements of funders. This is done with an ever decreasing source of funds but a constant and ever increasing demand on our time and expertises.

This report highlights the many differing aspects of the services we deliver and support within the City and I would like to thank the teams of part time volunteers who give their time freely in assisting us to meet our responsibilities.

On behalf of the Executive Committee I would like to thank the staff of SVS who regularly find time to finish a job, even though their contractual hours of pay may well have expired – they see the job through to the finish. There are always more hours of work performed than paid for, and I'm sure the beneficiaries of the service recognise this enthusiasm. This attitude seems to be the 'normal' way the staff approach every task and it is a privilege to be considered a part of such a team.

Financial controls are honed to a fine art, with the objective of spending only as much as SVS can raise in each year and our financial team perform a first class job in keeping the books balanced, whilst at the same time reporting to our funders and assisting with preparing bids and tenders and applications for future funds – an ever increasing part of our business.

The team at SVS have once again successfully drawn a fine line in balancing the levels of service for which we get financial assistance, with the unpaid service to our charitable members seeking our support - both aspects approached with pride of performance when serving the City.

On behalf of the trustees I commend this report to you and I would particularly like to thank most sincerely the various funders for their continuing support of SVS, in all its many guises, as we continue to support and serve the City of Southampton.

Finally, as a volunteer member of a local charity myself, I would like to record a word of thanks to everyone at SVS on behalf of the hundreds of local charities, who have been privileged throughout the year to enjoy the excellent services and training facilities offered by the SVS team members.

Roy Stubbs

Chair - Executive Committee

CHIEF EXECUTIVE

April 2010 – March 2011

The Big Picture

Adapting to Change is the theme of SVS Annual Report covering the period from 1st April 2010 to the 31st March 2011 and very much reflects our approach to what has been an extraordinarily uncertain and challenging year not only for SVS and the wider voluntary sector but for colleagues in both the public and private sectors. To paraphrase Darwin it is not necessarily the strongest nor fittest that survive but those which are most adaptable to change and SVS has continued its long tradition of adjusting to the prevailing circumstances of the times in as pragmatic and positive way possible whilst continuing to focus on its key purposes – providing **effective support** to voluntary organisations; giving a **strong voice** for our sector; promoting **voluntary action and volunteering**; and delivering **public benefit** through provision of **quality services** to some of the most in need and disadvantaged people in Southampton.

Last years report predicted changes and tough times ahead as we anticipated the then forthcoming general election as well as public finance constraints and adjustments due to the global economic downturn and world banking crisis. Few perhaps though foresaw the speed, scale and depth of the change we are now experiencing with a fundamentally **different political and policy landscape** arising from the Conservative : Liberal Democrat Coalition government. Including the far reaching agenda of change to rebalance relationships between the state, private and personal spheres accompanied by **major structural changes** to all areas of public services organisation and delivery. This combined with substantial **reductions in public expenditure** frontloaded over a 4 year period to tackle Britain's debt and economic issues.

For the voluntary sector generally it has been a time of **'stretch and strain'** with rising demand for services as the recession and rising unemployment has increasingly impacted on peoples lives. This is alongside resource pressures ranging from reduced public sector funding, greater competition for scarce charitable trust funds and declining donations by both businesses and the general public. This is in addition to the increase in volunteering enquires coupled with over stretched management capacity to support and guide volunteers.

A number of major funding streams came to an end on 31st March 2011 and as a sector we are largely at the **'end of the food chain'** for decision making as the implications of the autumn and winter public funding settlements and associated policy priorities work their way through from national government level to local public bodies. Those in turn have grappled with how to do all they need to do whilst balancing the books and simultaneously restructuring and reducing staffing. Many of our established local working links have been unsettled and inconclusive in the absence of clear direction and understandably key staff have inevitably been more inwardly focused and concerned about their own futures rather than concluding issues of concern to external partners.

For SVS, alongside our member organisations and the wider sector, this has resulted in a **year of unprecedented uncertainty** where as we enter the new financial year we have only just received final decisions over funding for the coming year for many aspects of our work and in some cases only have 3 months extensions so are still not fully aware of our overall picture for this coming year. This has made informed planning and measured service adjustments very difficult, particularly with regards to keeping our service users, staff and volunteers properly informed in the way that we would wish.

As a result of this uncertainty the SVS Executive Committee took the unusual decision at its autumn forward planning session not to formulate the next iteration of its usual 3 year plan on expiry of its current **Forward Plan 2008 - 2011** but rather to focus just on next years work programme pending further clarification of our overall resources for coming years. In the light of anticipated capacity issues and funding pressures we also regretfully took the decision that SVS would not seek a fourth re-accreditation of its Investors In People award in the coming year – the decision to let this lapse being based entirely on the high monetary cost of the process – but we will seek to retain accreditation of the other three externally assessed quality awards that we hold – those of NAVCA, Volunteering England

and Positive About Disabled People - all of which relate directly to the SVS voluntary sector support role.

However, I am pleased to report that the SVS Executive Committee reaffirmed that our values, visions and aims remain as previously stated and that **promoting voluntary action** and volunteering, **independent support** and **voice for the voluntary sector** given by SVS through our Voluntary Sector Support Team (VSST) would continue in line with the needs of our sector locally as well as the expectations and quality standards award achieved by SVS as set out for a Council of Voluntary Service by our national body NAVCA. SVS Executive Committee, which is elected by and reflects the interests of our almost 500 member organisations, were satisfied that all elements set out in our 2008-2011 Forward Plan have been or are currently being progressed and we would now anticipate developing a further forward plan in the coming year.

SVS concluded this year with a questionnaire to our member organisations seeking their views of how we can best support them in the coming year and how we can help **broker groups sharing resources or back office functions and facilities** as they too make adjustments to their operations to minimise overhead costs or downsize their activities in the line with funding availability. This will help inform our work programme in the coming year and builds on some of the work already undertaken this year to help support the sector adapt and change to the new environment in which we operate.

On the other hand, responding to funding constraints is not the whole picture for the sector as the continued **upturn in volunteering** enquires has demonstrated. Over the last four years there has been a 600% increase in volunteering enquiries, much of which is associated with unemployment. This has presented us with both opportunities and challenges in terms of balancing expectations from the volunteers themselves whilst recognising that organisations have duties of care to their customers/service users. Whilst considering that **volunteers are not an entirely free resource** since they need their expenses covered and proper support and management to be fully effective in their roles.

We have been pleased therefore that Southampton Partnership has adopted the **Southampton Volunteering Action Plan** which provides a framework for us all to work together to enhance volunteering in the city towards fulfilling SVS' broad vision that **everyone is involved in something**. This also presents an opportunity for the voluntary, private and public sector organisations to think about the appropriate balance of volunteers roles with respect to paid staff and service users. In addition to having good practice in place and sufficient organisational support and management capacity to ensure consistent supply, quality and safe service delivery so there is a positive experience of volunteering for both volunteer and beneficiary. To this end SVS endorses the good practice principles set down in the joint Volunteering England and TUC charter on volunteering.

2011 is international **Year of Volunteering**. As we celebrate the essential contributions of volunteers to civil society and quality of City life, the Big Society agenda presents us with an opportunity to restate and value the essential principles of **voluntary action and spirit of volunteering** which underpins what we are about as a sector – that people come together of their free will to give their time, interest and money because they are passionate, motivated and care about their communities and others and not because they are made to or paid to. The opportunity and challenge for us all therefore is to nurture that voluntarism so that it flourishes to enrich City life and enhance public and private sector services and therefore to make it a reality that **Big Society = Better Southampton**.

Voluntary Sector Support

As part of our work to progress the Southampton Volunteering Action Plan, SVS organised a Valentines Day breakfast seminar aptly titled **“Doing It For Love”** in partnership with Business Southampton where colleagues from the voluntary, public and private sectors came together to share ideas surrounding how through increased corporate social responsibility and practical business engagement with the voluntary sector we can work together more effectively to tackle social issues and improve things for people in Southampton. This was kindly hosted by Nikos Raftopoulos from La Margherita's restaurant who already generously supports SVS' work. Delegates had inspiring input from Dame Julia Cleverdon, Vice president of **Business in the Community**, as well as ideas from Sally Lynskey Chief Executive of Business Southampton and myself of how we aim to progress volunteering support together. Delegates also heard from Tim Brightwell, Specification Development

Manager, about the practical partnership working example of the **free paint scheme for community groups**, which SVS has set up and distributes in conjunction with PPG Architectural Coatings (aka Johnstones paints) through connections made with Carillion as part of their social benefits commitment and supply chain linkages made as winners of the school academies building programme. This scheme lets local voluntary groups access free paint to smarten up their premises whilst PPG save on the cost of disposal of perfectly good products where the paint doesn't quite meet their quality standards for colour shade compliance. We were also able to link groups that do not have the labour power with the Probation Community Payback service. With SVS co-ordination its a simple and innovative scheme – a no cost win : win situation for all.

This is '**sharing and pairing**' approach to try to make best use of the resources within the sector including practical facilities as well as skills and expertise is a continuation of the principles of better working together which has been central to the Change Up infrastructure support programme within the city for the which final year of national funding ends on 31st March 2011.

At its funding peak **Change Up capacity building** work supported a wide range of support activities for the sector based on researched needs including technical IT support and development, funding and financial management expertise through the community accountancy project, BME community development, social enterprise support, work on commissioning , tendering and procurement in recent years and on partnership and collaborative working models, Public services law, preparing for and costing for contracts, volunteering support and development , quality standards and effective governance and working practices.

SVS has been the lead accountable body for the programme throughout which it has involved key statutory sector colleagues on its steering group from Southampton City Council (SCC) and Southampton City Primary Care Trust (SCPCT), as well as voluntary sector specialists and networks including SACDA, SCIL, Empathy, TWICS, Hyde HA, Thornhill Plus You , Media Workshop and others to whom we give our sincere thanks for their input on behalf of their members and as representatives of the wider voluntary sector over a number of years.

I am pleased to report that the final evaluation of our local programme by Capacity Builders national body was extremely positive and indicated that we have achieved against our submitted plans. We aim to ensure that the good working links developed will allow us to continue the spirit of this cooperative way of working. The approach of SVS to this work has always been to ensure its ongoing sustainability by aligning it to other work strands integral to our voluntary sector support work.

One of the final pieces of work funded through this programme was training on **independent examination of accounts** which we commissioned from Independent Examiners Ltd. This was designed to inform and help skill up treasurers of smaller voluntary groups, which do not require full audits, to be able to undertake these. In addition, we have enabled linkages between groups so that each saves the cost of paying for an independent examination by their treasurer doing it for another group on a mutually reciprocal basis. To paraphrase a well known supermarket ad – “ Every little helps !”.

Other **training** and support provided for the sector has covered diverse aspects of **good practice** on governance, operation and management aimed to equipment voluntary organisations and their trustees or management committees with the information and skills to help them operate efficiently and effectively in an ever changing world of public policy and legislation. Our programme has included sessions on partnerships and collaborative working, safeguarding and CRB / ISA updates , fundraising and how to write successful funding applications, monitoring and evaluation , demonstrating outcomes, volunteering policies and procedures, health and safety and First Aid. The year concluded with a packed and lively session on **social media** use for voluntary groups demystifying for many of us non digital natives the power and potential of new communication and campaigning formats through use of Facebook , Twitter, ITube and other next generation IT and mobile media connectivity, which is again part of the fast moving world to which we ever need to adapt.

Like most voluntary groups SVS does not have dedicated or specialist in house IT input and therefore relies on the technical advice of its IT support company, as well as input from staff and volunteers who have skills and knowledge in these areas. We have been fortunate to have volunteer input from Harinder, a university IT student, throughout the year as one of our admin team volunteers. I have also been pleased that my deputy, Phil Lee, has been able to oversee, much more effectively than I would

have been able to, some of the upgrading of SVS kit and IT systems. During 2010 SVS upgraded its IT server and following on from this has updated the format of its **new website** in an aim to improve accessibility. We are currently working our way through the mass of information on it to fully update it. We are pleased to announce that the **web link** idea for voluntary groups and businesses to share resources and expertise, that SVS put forward as part of the Volunteering Action Plan, has been progressed, in partnership with SCC and Business in the Community, and will also link to the Business Southampton website so that there will be multi entry points from each sectors perspective.

Inevitably as resources are constrained we will increasingly look to maximise use of IT with **email and web based information** to help support groups but are very conscious that for many this is neither their preferred means of communication nor what they need. Interpretation of information and guidance and some hand holding being more what they look to from SVS rather than just provision of the basic information itself. We will therefore continue to produce **SVS Mailing and Factsheets / Good practice guides** in hard copy as well as electronically for those without easy IT access and have therefore tried to protect capacity for one to one input on a **face to face** basis to groups by offering VSST drop in **governance and funding surgery** sessions throughout the month, including the monthly first Thursday late evening opening for those who are working during usual office hours in addition as well to **Volunteering Information Sessions** on a weekly basis.

Towards the end of the period covered by this report, and as the final outstanding element of our current forward plan which had not been progressed, SVS commenced a review of its own **marketing, communications and media use**, with some free input from the Media Trust, which a task group from across the organisation will progress and implement gradually during the coming year.

Involving Volunteers

With a more than 600% **increase in volunteering** enquires over the last 4 years, and no additional resources available overall to sustain our service to potential volunteers, SVS has certainly had to consider its communications methods and adapt and adopt new ways of working including fully utilising IT capacity and increasing our own volunteer team to help sustain the information and brokerage service, whilst maintaining the quality standards required by our Volunteering England accreditation.

Use of the national **Do It volunteering database** has been helpful in this respect, although there are additional costs attached to this both for licences and data entry, so we have been fortunate to have additional volunteer input to assist with this element. It has also required us to work with organisations on how they can better describe and **promote volunteering opportunities** on the database so that it attracts and makes sense to potential volunteers.

Organisations have generally responded positively to the need to change what they do in order to respond to the significantly **changed profile of volunteering** in the city. However we will all need to continue to respond flexibly and creatively to the different needs and demands of the volunteering population – particularly considering short term and intensive sessional opportunities that fit with the uncertainty of availability for unemployed people.

Similarly, as organisations reach ‘saturation’ point on their volunteer capacity and can take the ‘pick of the bunch’ there can be an unfortunate tendency for **volunteers with extra support needs** to be displaced. It is really important that we do not ignore this group as just as volunteering can be an immensely powerful confidence builder and start point back into training or employment so too can being turned down be absolutely debilitating in terms of peoples self worth and wellbeing.

The anti poverty pilot funded **V Steps volunteering scheme**, linked to Sure Start centres, aimed at encouraging parents into volunteering as part of their progression back to work or training, was an innovative new way for SVS to provide volunteering outreach and development. Despite some challenges of co-ordination with other agencies at times SVS was successful in delivering positive outcomes for the parents involved, in meeting all its targets and in sharing learning with other agencies involved on the barriers to joint working on shared objectives.

Another success has been our very positive working relationship with colleagues from **Job Centre Plus** to explore volunteering options for people who have been unemployed for six months or more.

Southampton achieved a far higher number of referrals and placements than any other area in Hampshire. There was also a focus on the wider volunteering experience route to work and training which we hope will be sustained now the national funding for the targeted scheme has ended. Albeit that it never fully covered the costs of delivery as Volunteering England and our counterparts nationally have all articulated.

The **Volunteers Certificate** scheme organised by SVS continues to give formal recognition to the skills and commitment of volunteers giving 100 hours of volunteering, in line with an agreed role description, and is presented twice a year at an awards celebration by the Mayor. Thus giving civic value to volunteering and recipients a much appreciated thank you, and award in which for some it is the first formal achievement they have ever received.

We are actively seeking additional funding to further support volunteering development in the city and were pleased to receive recognition of this work through a customer initiated and voted award of a small grant for volunteering support from Royal Bank of Scotland.

SVS' own work is supported by a diverse and wide ranging team of approximately **70 volunteers** at any time, including our volunteer Executive Committee who oversee our work, each contributing in their own unique way immensely to enhancing the work of the paid staff and to whom we are immensely grateful for all their efforts. As the display in the Voluntary Action Centre from the thank you event held before Christmas says – You Are All Stars. On a personal note I would especially like to thank the Executive Committee and its three Honorary officers - Roy Stubbs SVS Chair, Mike Treasure Jones Vice Chair and Colin Warburg our Treasurer - who are unfailing in their support and advice to me, especially this year when times have occasionally been tough.

A Safe Haven

Times have also been tough for many voluntary organisations in the past year and SVS has certainly seen an increase in the number of groups seeking our help in **dealing with major problems** or difficulties they are experiencing, as well as how to deal with or challenge what they see as being unfair or inequitable treatment by others.

At our AGM last October I spoke of the perfect storm impacting on the sector and of SVS being a part in that storm – a safe haven in which they can address problems and issues and get **independent information and guidance** to help them resolve those problems or issues.

Obviously confidentiality precludes detailing the specific problems or issues SVS has worked on with individual groups but input has ranged from one off meetings to talk through a particular problem and give general guidance through time limited agreed pieces of work on a single issue through to very intensive input from our voluntary sector support team across a wide range of inter related matters for a few groups. This can range across **all aspects of governance, operational and management issues** effecting voluntary groups including input about constitutions or organisational formation, governance and compliance issues, inter committee relations or breakdowns, funding issues or irregularities, accountability and reporting failures, staff disciplinary or grievances, service users complaints, adult and children's safeguarding issues, reputational damage, business and forward planning issues and disputes with commissioners or funders.

In addition SVS has also been involved in positive **development work** supporting local groups identify and address needs with their communities whether those be communities of identity, interest or neighbourhood, although our capacity to undertake new initiatives is quite constrained.

SVS has been pleased to lead the successful bid for pump priming **Big Local** funding for Harefield, including Macarthur Crescent and Townhill Park local output areas, on behalf of the group of local agencies looking to work with local groups and people to develop capacity and opportunities in the area through a £1m Big Lottery funded 10 year programme.

We have also been pleased to be able to assist with holding Government funding on behalf of the Flower Roads **community safety initiative**, with which we look forward to working on as that

initiative progresses. In addition we hold funds on a short term basis for a number of other groups and forming charities as they develop.

We have also been pleased to support the development of the Probation Service Gate social enterprise which is now one of the groups based within the shared SEED office at the Voluntary Action Centre. This is just one of the wide ranging voluntary groups that makes use of the facilities at the **Voluntary Action Centre** as a **resource base** for the sector.

We have been invited to join a number of celebratory and anniversary events marking the achievements of voluntary groups in the city over many years and spheres. Although it is not always possible for SVS to attend, where we can we are pleased to do so as it is important to give recognition to the invaluable contributions our nearly 500 **member groups** make to so many spheres of city life. Our apologies if we could not be with you at a special event or attend your AGMs but please be assured that SVS recognises and values all its members work and will continue to promote the wide ranging contributions across our sector in all our the work we do reflecting and representing this sector.

This direct work with individual groups, together with the topic specific **seminars and briefings** and the various regular **forums and networks** SVS brings together component parts of the voluntary sector to share information, ideas and ways of working. This all assists in ensuring that SVS is well informed and able to articulate collective views and concerns on behalf of our sector. Sometimes this means that we have to deliver uncomfortable or unwanted messages on behalf of our sector but we always try to do so in a reasoned and non confrontational manner respectful of the constraints on others. However SVS and the sector as a whole would be failing in its purpose and duty if we did not **articulate unmet needs and lobby for the most disadvantaged** people in our communities particularly when there are difficult decisions to be taken around resource use and allocation so we sincerely hope that recipients will respect that this is an essential part of our role and purpose.

Voice for the Voluntary Sector

In its **umbrella role** SVS facilitates representation and direct input from voluntary groups or itself reflects broad voluntary sector views in the strategic partnerships and joint working groups within the city in order that the views , experiences and issues for the sector are reflected in the planning and commissioning of services to meet various community needs.

Locally SVS has been part of the Local Strategic Partnership, **Southampton Partnership**, and its main sub groups since its inception and through its various models as it has evolved. The most recent through Chief Executive input to the Delivery Board and through the three elected voluntary sector representatives to its Policy Board. We thank Mary Carnegie, Pete White and Colin Warburg for their input to that group, albeit short lived as Policy Board was dissolved shortly after our last election of reps.

The change of government approach, ending of the Local Area Agreement and therefore resulting in less need to focus on delivery against targets with attached reward funding coupled with a local desire to be more action focused has seen a different model of collaborative partnership work being developed with the advent of **Southampton Connect**. We will continue to keep the voluntary sector informed and involved as the new ways of working embodied in Southampton Connect evolve and will keep to the spirit of the principles adopted under the agreed **Guidelines for Representation** for our sector.

SVS has facilitated or provided voluntary sector involvement in the various partnership Boards including Children Alliance reps to the **Children's Trust**, and its Every Child Matters and commissioning groups, the **Health and Wellbeing Partnership** and working groups, **Safe City Partnership** and the Prevent work with Muslim communities under its ambit and both the **Local Safeguarding Children Board and Vulnerable Adult boards**.

Promoting safe practice is a key element of SVS work with groups and we have therefore been pleased to work closely with the Local Area Designated officer and LSCB manager on taking forward these important issues. This is alongside providing the **CRB checks umbrella service** for many local groups and providing good practice information on recruitment and supervision of staff and volunteers, risk assessment, duty of care and safeguarding policies and practice. However, we are aware that given the

scale and diversity of the sector much remains to be done to ensure good practice by all. SVS' role in this area, as with others, is to model and encourage adoption of good practice rather than to 'police' activity within independent voluntary groups which is primarily the role of statutory sector and regulatory bodies including the Charity Commission.

During the year we have arranged a number of opportunities for the voluntary sector to directly engage with key developments and people in the city. We have been pleased to continue to host regular **"Meet the.... Briefings"** with Bob Deans, Chief Executive of the PCT, together with public health and commissioning colleagues and also sessions with Penny Furness Smith in her new role as SCC Executive Director of Health and Social Care. Through feedback we know that voluntary groups appreciate to opportunity to talk directly about their members needs and concerns with key decisions makers in the city.

We have also held **update and consultation sessions** with colleagues from Solent Health Care and Hampshire Partnership Trusts and arranged sessions to contribute to important consultations on the **Joint Strategic Needs Assessment**, which will underpin priorities and resource allocations in the future and which very clearly demonstrates the ongoing challenges we all face in the city around major health inequalities. Despite progress in some areas the JSNA and most recent deprivation indices for the city worryingly still show the gaps widening between the most and least deprived neighbourhoods and communities, which are the very groups of people that many of our members have at the heart of their work.

I regularly chair the **Continuing Healthcare** panels which grapple with the subtleties and complexity of determining individuals eligibility for health funded or social care provision. SVS has also had input to the QIPP Board and programme around health and care service modernisation. We have participated in the city wide NHS and Public Health White Paper consultations and worked with S-Links around the Bitterne health centre consultations and ended this year with a major **Health Changes conference** at Central Hall which had workshops, discussion groups and input from Dr Steve Townsend on the new GP commissioning consortium, Dr Andrew Mortimore on Public health changes, Dr Graham Watkinson and Martin Day on the JSNA, Keith Lincoln and PCT colleagues on the QIPP consultation and from Dave Shields and Harry Diamond on the proposed Healthwatch arrangements for patient and public involvement, complaints and quality monitoring which it is anticipated will be commissioned to replace Links.

SVS also articulates local voluntary sector views and experiences in **regional and national consultations** directly and through our national bodies NAVCA, Volunteering England and NCVO. My role as Vice Chair of NCVO enables me to input to the highest levels of policy discussion and voice for the sector as well as to have personal relationships with key players within the voluntary sector and government and to draw on knowledge and experience nationally, which can influence and contribute to our work locally. In that respect, I have been able to discuss our local experiences with a wide range of voluntary sector colleagues as well as a large number of Ministers, MP's, Lords and government officials but was certainly trumped this year by my deputy, Phil Lee, who was part of the NCVO Public Service network **delegation to meet the Prime Minister** and many members of the Cabinet at Downing Street. In this he was able to draw on the local sector experiences of procurement and the work SVS has done with commissioners to try to improve the process and resolve issues of concern.

Our national bodies have themselves been undergoing significant change as they too respond to shrinking resources so it has been interesting to be involved in that change management process and to be part of the remodelling of national infrastructure support which parallels the needs and challenges for local delivery. SVS consulted with member groups locally and made a detailed submission to the Office of Civil Society (OCS) **consultation on infrastructure support**.

For NCVO I was part of the panel overseeing the selection of the new Chair as Sir Graham Melmoth, with whom I have been privileged to work closely for a number of years, stepped down from his tenure. I learnt much from his knowledge and experience having been CEO of the Co-operative movement for many years and he will be much missed but I am delighted to now be deputising for Martyn Lewis CBE, broadcaster, journalist & media entrepreneur, who not only brings his PR and communications experience but also considerable voluntary sector background as founder of Youthnet, patron of the hospice movement and Chair of the Queens Awards for Voluntary Service.

In a regional context SVS has contributed to development of a health and wellness information pack, linked with RAISE, PUSH and supported the **Solent Local Economic Partnership** (LEP) bid and await its development and how voluntary sector engagement will be progressed with interest. Our links with the Hampshire and IoW CVS network remain good both through the Chief Officers group and Volunteer Coordinators and Development workers networks which have aided exchange of expertise, shared resources and avoided duplication of effort across the network - eg sharing good practice guides and fact sheets, policy updates for newsletters and central volunteering enquiries portal.

We have also worked together with the Hampshire and IoW Community Foundation to support groups in applying for the **Grassroots small grants** programme and as part of the wider area allocation panels. SVS has also inputted on local groups needs and interests in small grants processes and allocation panels for both SCC and the PCT.

SVS actively participated in the major SCC **grants review** consultation process both hosting the joint meetings and also holding voluntary sector only discussions which contributed to the formal consultation input as well as contributing to the Overview and Scrutiny panel and Cabinet meetings where we articulated views and suggestions on behalf of the sector and well as made representation specifically on SVS grant funding applications.

The two phase 2010 -11 funding allocation, withdrawal of the New Initiatives grants after groups have completed work to bid for these and lateness of final decision making in March for the coming year have added to uncertainty for the sector in the past year and of course the budgetary constraints which has seen many groups, including SVS, face substantial funding cuts has compounded the difficulties. However, we recognise that Cabinet, although faced with difficult decisions did, together with Overview and Scrutiny Committee recommendations, give opportunities for all groups to make proper representations about the **impact of the proposed cuts** and in some cases adjusted the officer recommendations based on these which was appreciated. We also appreciate that some of the messages about giving reasonable notice periods and minimising impact where possible have been taken on board but were disappointed that our suggestion of the 3 year rolling programme for strategic major grants and delegation of the small grants programme to voluntary sector control has not progressed.

For SVS this meant both that the real concerns raised by our customers over the initial proposed cessation of Shopmobility grant were listened to and the grant continued albeit on a diminishing basis over the next few years and that the second successive years cut to SVS main grant was less than recommended. Whilst the lower cut was most welcome as a signal of support from Councillors the reductions will still present us with major challenges in the coming year. This combined with several other funding streams ending and significant cuts in our service contracts, which also impact on overhead recoveries, all of which contribute to the overall pot that SVS uses to support its work to the sector. In total we are looking at a **40 - 50% funding reduction overall** which will profoundly impact our long term work supporting the sector.

SVS Services

Due to reductions and withdrawal of some of SVS public funded services we met the stringent criteria to bid for Government **Transition Grant** funding to help us remodel and change the basis of our operation in the light of public service funding losses. As infrastructure bodies were generally excluded we are not optimistic that any help will be forthcoming from this to assist in making adjustments and explore new models of working including looking at options to establish a trading company and explore social business opportunities to diversify our income. Nevertheless, wherever possible, we will look to do so across all areas of our work in the coming year especially for our public service projects. Although we remain conscious that for voluntary sector support work it is not appropriate to do so at the expense of the very groups that we aim to support. We will continue to look at creative, flexible and cost effective ways of delivering all aspects of our work continuing to adapt to the changing needs of our communities and constraints of our times.

Shopmobility has continued during a challenging year to provide a well valued service to its customers as evidenced by high 90's and **100% satisfaction levels** in the SCC commissioned independent research as part of their consultation over a proposed 100% funding cut. This has been now ameliorated to a 15%, 35%, 50% cut respectively over the next three years. It is a credit to the commitment of the

team of staff and volunteers that they have continued to focus on delivering a caring and personal service to customers whilst worrying about the service and their futures. Our customers and representatives of the wider disabled person organisations have been articulate champions of why the service is an invaluable city service which compliments rather than duplicates that provided for the West Quay shops. We remain concerned about its future sustainability but are committed to rise to the challenge of fundraising to ensure its future continuation.

Louis Slack, one of our disabled volunteers and Executive Committee member, has already got our fundraising off to a very good start with his previous **sponsored wheelchair challenge** and is already planning his next adventure. Unfortunately some of our usual fundraising had to be put on hold during the period of uncertainty over whether the proposed 100% grant cut would be implemented as the service would not then have been able to continue at all and it would not have been plausible to fundraise for something that was about to close imminently.

In the meantime, the service has continued to grow steadily and increase overall usage of the vehicles and continues to provide a responsive service to meet its customers needs. That will be a lasting tribute to the efforts of Brian Chapman who very sadly passed away this year but who as an active member of the Southampton Action For Access Group was one of the founder champions for the service, and also was for a while a member of SVS Executive Committee, and who so many in the city will miss dearly.

Despite a successful year with wide range of ongoing activity **SVS Family Projects** have since the new year responded in a planned way to a **50% reduction in its funding** for the coming year by amalgamating from ten to five locally based groups . All families have been reviewed and where appropriate moved on, new referrals were held pending moving them into the new configuration of groups and we have adopted a new model of outcomes monitoring to focus activity and try to ensure a greater through put in the groups.

It does still remain to be seen whether this will best meet the needs of families with high needs who have always valued the longer term support Family Projects has previously been able to offer. However we are determined to continue the flexible approach and innovative ways of working which this service has adopted in its almost 25 years operation in the city by again adapting to changing times and ensuring that available resources are used to maximum benefit for some of the most vulnerable children and parents in the city.

Alongside negotiating, planning and executing this change programme the project team have continued to provide week on week **group work** and home visits. Alongside **personal support to families** to help them through the difficulties they experience ranging from parenting support, child development delays , mental health, poverty, debt , domestic violence, substance misuse, poor self esteem and lack of aspirations and attainment. Children have been provided with wonderful **play and development opportunities** in our Ofsted inspected crèches. We have also offered two successful Incredible Years **parenting courses** as additional activity in the year.

It is therefore pleasing to recognise the **achievements the families** have made through the certificates award, from their voices in the video they made in conjunction with promoting the new Adelaide Health Centre and at the launch of the Fathers Project group Dad's Cook book.

This is one example of how Family Projects aim to encourage and inspire parents to learn and develop their skills and capacity both as parents and as individuals. It was an **adult learning** funded project which involved the Dads learning a whole range of new skills and widening their confidence and experiences as they researched , prepared and cooked the recipes, photographed the dishes , designed, compiled and edited the cookbook, overseeing all aspects of its printing and production though to the launch. This was held with the generous support of Nicos at La Margheritas who kindly laid on a wonderful spread and as a professional chef and restaurateur presented the dads with their certificates, chefs hats and wooden spoons as suitable recognitions of what had been a stretching and enjoyable project within the group. Nicos has also generously supported the whole of Family Projects through his annual Christmas party for over 100 families at his other restaurant, 90 Degrees.

Further examples of kindness are also shown through the support of many businesses and local schools and churches for the **Annual Toy Appeal** launched in conjunction with the Mayor which sees SVS distribute over 4500 toys to children in need throughout the city through referrals from social workers ,

health visitors and other voluntary groups which is a service that SVS has co-ordinated for over 30 years, and at a time when families are feeling the impact of the rescission is greatly needed and much appreciated. So too are the January food parcels, provided through a generous donation from Rotary, Family Projects is able to distribute to needy families to help stretch the budget in the aftermath of Christmas.

The **Street Homeless Prevention Team** have continued to provide a flexible and person focused service to some of the most vulnerable and chaotic people in the city. The wide range of support has included early morning **street outreach**, needs assessment and prioritisation at the daily **hostel referral** sessions to 'ration' access to the few available bed spaces, flexible **support and tenancy sustainment** to entrenched and often quite chaotic and volatile people, **risk of eviction intervention** to prevent the revolving door syndrome and a range of **positive opportunities** for accessing volunteering, training and employment which helps stabilise and sustain a life away from the street. For more than 12 years the team have offered an innovative, quality service that has constantly adapted its way of working to meet changing needs and patterns of service provision, and which has often been quoted nationally as an example of good practice.

It has therefore been extremely disappointing and demoralising to learn that, despite describing it as an "excellent service" at Cabinet meeting and asking it to contribute to sharing good practice with neighbouring Local Authorities, SCC now intend, as a cost saving measure, to cut the volunteering / training / employment project element and take the service in house as part of its overall homelessness provision. This means that the long serving, close knit and supportive team will lose one of its valued members as SCC only offered a partial transfer of service.

SVS is therefore now urgently looking for ongoing funding to maintain the workers employment and sustain the supported volunteering element, as part of our wider volunteering support. We are absolutely committed to sustaining the life changing opportunities that the project offers to people who need more than just accommodation to help stabilise and turn their lives around. We will use the experiences gained within the SHPT volunteering project to try to offer a more widely based '**get involved**' project for volunteers with extra support needs as the success of the SHPT based scheme is overwhelming.

Homeless and ex homeless people have undertaken **learning and personal development** through this project which has seen many of them fundamentally turn their lives around and go on to access formal training and employment. This has been in addition to making new friends and connections which helps re-establish their community links and repair previously fractured family or support networks.

Through the healthy living, sports, gardening and creative writing activities homeless people have been encouraged to find and express their interests and talents to realise, that despite the problems and difficulties they have experienced, they have a contribution to make to and stake in society. The **Bench newsletter**, written by and for homeless people, has given them a voice to express themselves alongside the confidence to do so. Likewise the service user involvement and consultation work the project has undertaken has honed these skills.

The **allotment and gardening project** has helped people learn teamwork, planning, time management and budgeting, as well as horticultural skills through growing, cooking and eating produce grown on the allotment. Its health and social benefits have helped improved peoples self esteem, physical and mental health and wellbeing. This scheme has brought people together with other allotment holders from a wider community and has provided an opportunity for work discipline and practical experience for people whose lives have been disrupted by substance misuse, mental health problems and homelessness.

The project was delighted to be selected to be part of the national network of organisations working with the Eden Project on their Growing for Life project. This included accredited learning opportunities and growing plants for part of their 'Places of Change' garden at the **Chelsea Flower Show**. Our calendulas, veggies and dill plants were undoubtedly the best in show – well to our eyes at least! The team enjoyed trips to both the Chelsea Flower Show and the Eden Project as part of the years programme of activities – all in all a blooming success !

Another successful part of this project was two elements of health and safety training through work undertaken in conjunction with British Red Cross and Hampshire Fire and Rescue Service. **First Aid training** for homeless people, offered by Red Cross, was extremely well received and has already been **put into practice** in an emergency by one of our service users when a pedestrian collapsed in front of him in Shirley. He was congratulated by the ambulance service for his prompt and helpful intervention prior to their arrival. Red Cross have used their experience of piloting this training for homeless people working with our project to change and adapt their approach to this nationally. **Risks from fire** for rough sleepers and homeless people can be greater than for the resident population so awareness raising and breaking down some of the suspicions and barriers between homeless people and those wearing a uniform was an important part of the work undertaken with the Fire and Rescue Service, which they have reported as being extremely useful outreach work.

We will therefore use reserves and some additional funding sources to continue the practical work and learning opportunities which have been developed in the allotment project element. This will be as well as some of the gardening, decorating and community based practical work elements where (ex -) homeless people and other volunteer assistants can develop their skills, confidence, self esteem and be part of ordinary community life. Regrettably though, the SHPT **befriending and mentoring** project, which has paired volunteers with homeless people to encourage and support them in their daily lives and in accessing training and employment, will though have to end as SVS does not have adequate funds to allocate sufficient staff time to support and supervise the volunteers to ensure safe practice in this quite intensive personal support work.

Another project which has adapted and adjusted during the year due to funding ebbs and flows has been **Safe In Sound**, SVS' long standing peer led young peoples outreach service. This service provides drugs, alcohol, sexual health and personal safety awareness messages to young people in pubs, clubs and other venues where there is a mix of substance misuse and associated risks from disinhibited behaviours. Having lost the community safety funding for the year, due to oversubscription of demand, we have used reserves and funding from other sources, including the volunteer led successful Pitch Your Project award, to keep the project going, albeit on a lower key. We were then pleased to be successful in securing **Department of Health** funding towards the end of the year, which has allowed us to refocus and revitalise the work. The team of volunteers have continued working including producing new information and campaign materials. With some funding secured we can use these materials in the coming year. We are really pleased to have such a lively and dedicated team of volunteers involved with the project.

MORPH, SVS' other project for (ex-) drug users, has also had an uncertain year. With uncertainty over public sector funding available to the Drug Action Team to support the whole of drug services this has led to questions over whether there would be continuation funding to sustain the work of MORPH, which includes peer led advocacy and service user support work. MORPH has entered the current financial year with a 3 month extension, pending an application to deliver further services. This meant that towards the end of the period covered by this report that there was considerable angst for the two project workers about their own futures, as well as difficulties in being able to plan and carry through longer pieces of work.

Despite this, the project has continued to offer its **wide ranging service** to meet users needs. This has included its weekly drop in session for drug users, publishing its MORPHIN newsletter and 'Bad gear' warnings aimed at harm minimisation and undertaking advocacy for individual service users. This has been in addition to contributing a user perspective on the planning and commissioning of services locally, sharing experiences and expertise on user group developments in national and regional settings, partaking in training for GP's as well as courses for nurses and criminal justice trainees at the university, as well as in prisons.

The project has also **supported volunteering** initiatives offering opportunities within its own work and within other projects with which it works closely. We have been pleased to see a high proportion of MORPH volunteers go on to **secure employment** as a direct result of the experience gained through their volunteer role.

Service users have also been involved in consultations about service developments and have been encouraged to take up **training** such as first aid and overdose recovery, which has been provided by the project. MORPH also marked **drug death awareness** day as a way of highlighting that drug misuse not

only damages the user directly but also has profound impact on their wider family and community. The workers have also undertaken SMART recovery training and are moving to integrate its principles fully within the range of support and activities it offers. This will help to motivate and encourage users to be able to overcome their drug use and its associated problems through positive activities, **sustained recovery** resulting in reduced demand on health and criminal justice services.

Last but by no means least, **SVS Young Carers Project** has also adapted its service since the start of the year due to being awarded the tender they bid for. The adaptations were necessary to meet the new configuration outlined in the tender, which was commissioned by SCC and focused on **reduced funding and increased target numbers**. This reconfiguration has involved refocusing the work, changing and reducing the number of group sessions we were previously able to offer to young people and altering the basis of the schools outreach work.

Although we tried to minimise the uncertainty for the young carers already linked to the project, there was inevitably some distress and upset caused. Fortunately the young people have been as adaptable as ever and were soon reassured by project workers that they would continue to receive the support and respite that they clearly value and need in dealing with the difficulties that having carer responsibilities placed on their young shoulders inevitably brings.

We are fortunate to have a fantastic team of volunteers linked to the project who enhance the paid workers equally committed contributions. By all pulling together we have come through a year of change both in the groups and across the staffing team where maternity leave and other departures has caused some considerable changes.

Generous **support and donations** from a variety of external supporters has enabled the project to continue some of the fun activities which the young people so enjoy. In addition to providing them with a well earned **break from their caring roles** these **activities** also help enrich their lives and provide **experiences** that their families would not otherwise be able to due to ill health, low income or other restrictions caused by disability or chronic illness. Hearing their experiences and the difficulties they have to overcome as young carers is a stark reminder that the cards we are dealt in life are very far from fair or equal but the resilience, exuberance and sheer joy of the young carers shown on the project activities is always an inspiration and motivator to ensure that this vital work is sustained and supported into the future.

Thanks

Despite the uncertainty and difficulties during the year SVS has strived to maintain delivery of a wide ranging programme of good quality work to meet the diverse and changing needs of our members and the local communities of our city. We have been fortunate to have the continued support of many people and organisations, for which we are extremely grateful.

We understand that times are tough for us all and that difficult decisions are being taken in many contexts, often with much heartache for the people that are involved. Therefore we are sorry if we have unintentionally added to anyone's personal stress when championing our cause and trying to advocate to protect the funding needed for services that we know firsthand people really rely upon. In our values statement SVS talks about being passionate – and we are passionate about supporting the services and principles that we know have greatest impact on the most vulnerable people and disadvantaged communities that SVS and our member voluntary organisations serve. We would be failing in our role as an independent voice for the voluntary sector if we did not articulate those needs clearly and robustly.

Even if our funders have not always been able to fund our work at the level we had hoped we still appreciate the support we do get and will try ever harder to maintain that support and secure funding from all sources to ensure that the services we know customers value are sustained. Feedback from our customers is sought through regular evaluations, feedback mechanisms and of course repeat usage so we know they value our support and hope that we can continue to demonstrate this to all our supporters, whether they offer us their money or their time. We have a fantastic team of volunteers involved at SVS from our volunteer trustees on the Executive Committee through to helpers in all services as well as admin, VSST and volunteering development teams and as our thank you event said 'You Are All Stars'. These, together with a committed and hardworking staff team have all pulled

together to help SVS adapt and survive, if not exactly thrive, through a difficult year and we feel ready to face to the inevitable next round of challenges. Thank you to everyone who contributed in cash or in kind to our work - lets hope that together we can have a less turbulent time this year.

Jo Ash
Chief Executive

DEPUTY CHIEF EXECUTIVE

APRIL 2010 – MARCH 2011

Overview

This year has been a year of challenge and change, which has impacted us as an organisation, us as a sector and the service users we support.

This report outlines the different work completed this year, including the strategic lead for children, young people and families within the Voluntary Sector Support Team (VSST), line management responsibilities, internal Human Resource for the organisation and sector representation.

The year started with change when a new coalition government was announced coupled with an anticipated deepening financial climate change. We as an organisation needed to explore ways we could adapt to change and how we could support the sector ensuring that we were best positioned to be reactive. The term Big Society has led to many different challenges for the sector but promoting voluntary action has remained high on the priority list.

Many of the statutory cuts impacted the children and young peoples services of the voluntary sector differently than anticipated, as much of the cuts were made in house during the year or before any resources reached the sector, such as the withdrawal of the Youth Opportunities Funding.

In February, I joined a delegation from the sector to meet with the Prime Minister and several senior ministers at Downing Street to discuss the needs of the sector and impacts of the government policy and cuts. This was not only beneficial to hear views on government policy it was also helpful to hear from other colleagues around the country struggling with similar issues.

Strategic Development Work

As Deputy Chief Executive my role is a combination of the development work of Children and Young People (CYP), Capacity Building and external HR development. The combination of these roles is very much a direct result of Southampton Voluntary Services (SVS) needing to be adaptable to change thus incorporating various posts that we did not recruit for to due to the likelihood of further cuts.

Within the CYP remit we have seen a slowing in the pace, compared to previous years, of policy change and the embedding of policy to improve outcomes for CYP and families. The promotion of areas of best practice continues to be a high priority, ensuring that the sector continues to make significant contributions towards the City's priorities and targets.

Highlighting and identifying appropriate topics or key issues with local voluntary sector organisations, and their likely impacts, is another role requirement within my strategic development work. This ensures key areas of policy development are raised with voluntary sector organisations for consultation and/or implementation. An example of this is the development and implementation of the information sharing protocol, which was adopted by the Children's Trust in September. Further information is available in the workforce development section of this report.

Strategic development work within the CYP arena is very much handled through the Children and Young People's Alliance, which continues to build its reputation with statutory officers and providers. The Alliance hosted three instead of the usual four briefings throughout the year (one was cancelled due to the snow). The focus has been on addressing key topics and issues within the children's services area of work linking to key strategic policy shifts and bringing key officers from statutory services and voluntary sector providers together. This also included the opportunity for networking between colleagues within the sector. Key issues and topics addressed at the briefings include

- Changes within Children Services and Learning Directorate (CS&L) and newly introduced Locality working arrangements
- Workforce Development training programme, including online services
- The Academies Bill

- Three year savings proposal within CS&L

In September, I worked in partnership with The Parenting Fund to administer a training session, on their behalf, for organisations within Children's Services, in Southampton, to attend and increase their knowledge of measuring effectiveness.

April saw a successful election of voluntary sector representatives for the Alliance with many of the representatives being new to the Alliance steering group. This continues to demonstrate the commitment from the voluntary sector to the work of the Alliance.

Unfortunately we received notification that this contract will not be continuing past March 2011 due to budget constraints. The impact of losing this contract is currently being reviewed.

Consultation with Children and Young People

Working in partnership with the joint commissioning unit within Southampton City Council, I developed and administered an online survey to capture the views and requirements of children and young people when it comes to universal provision.

Capacitybuilding and Change Up

This was the final year of the Consortium Development Grant from Capacitybuilders, and the final year of Capacitybuilders as an organisation as they received notice in January that they will close in March, as the government explored savings within QUANGO's.

The final year of the programme was another positive year for the consortia as they successfully completed their business plan. The plan included:

- Commissioning the development of a quality standard tool. This can be used to support VS organisations when exploring quality standards, thus increasing their knowledge. An option like this ensures we continue to meet the needs of the sector on a reduced workforce
- Sector support for Personalisation including the development of an information hub and bursary scheme for local organisations to increase their learning. Also, dedicated development worker time to assist agencies with topics such as individual service funds or training requirements.
- Working in partnership with colleagues within the local authority's Communities Team to develop a survey to enable a response to the cabinet office survey on infrastructure support.
- Continued work around tendering and procurement, with two specifically commissioned training courses
 - **Demonstrating outcomes** – A one-day workshop designed to assist agencies to measure 'soft' outcomes and demonstrate the true value of their work.
 - **Preparing successful bids for statutory contracts and grants** – An intensive two-day workshop on how to secure more funding from local authorities, central government and government agencies.

Safeguarding Children

During 2010 the government announced the new guidelines to safeguarding practices when they published '*Working Together to Safeguard Children 2010*'. This has led to an increase in voluntary sector agencies needing to review their policies and practices.

To meet this increasing need we promoted the new guidelines by ordering and distributing copies, checking policies and promoting the option of having policies checked through the Local Safeguarding Children's Board (LSCB).

In February, I attended the Safe Network's Champion's Day, which is a pilot scheme promoting safeguarding practices to VCS organisations, of which Southampton is one of five pilots in the South East Region. This work will be rolled out in 2011- 2012.

Another aspect of my safeguarding work, which is essential to ensure safeguarding issues are raised and promoted with sector colleagues, is our involvement within the business of the Local Safeguarding Children's Board. I continue to attend the Professional Issues and Learning and Development sub groups, both of which address key issues relating to safeguarding.

Workforce Development

The focus in this area has been around secure data sharing. This has included working with the Children and Learning Services ICT strategy team investigating the implications of the Information Sharing Protocol, whilst promoting and training the VS organisations of the services available.

Another area of workforce development focused on securing and developing a mechanism to support the sector in its training next year, ensuring that it maintains its commitment to workforce development.

Internal developments

Internal HR work has included dealing with staff leaving and associated recruitment and being the point of contact for all staff on HR issues. This has specifically incorporated maternity entitlement, changes to contracts and timesheets, the collation of information for TUPE, sickness and equal opportunities monitoring reports and annual document checks.

The **Shopmobility** service has received notification that it has been awarded its funding for this year with a 15% reduction. The reduction is disappointing but understandable given the financial pressures facing the local authority.

The **Young Carers Project** is still awaiting confirmation if they have been successful in their Youth in Focus bid, which is joint bid with No Limits and Youth Options. The project continues to grow with waiting lists being reduced and KPI's being achieved.

In August we began the journey of renewing our **website** and commissioned a team of developers to begin building a new website. This has been an exercise spanning the whole organisation as information has been required from all areas of work. In March the website was handed over to us for us to make the final changes. The new website provides us with a new modern website, which we is easier to manage and keep up to date. The information is now structured and spread across 62 different pages, compared to the 20 on our last website.

Conclusion

2010-2011 has been a difficult year with many changes within it, but we have adapted to the change in policy and embraced the Big Society concept but acknowledge the difficulties between concept and implementation. Many challenges lay ahead during the coming years and we are adapting to these challenges to ensure we as an organisation are changing to meet these needs and support the sector.

Phil Lee
Deputy Chief Executive

**ADULTS & LEARNING AND SKILLS DEVELOPMENT WORKER
AND
CRIMINAL RECORDS BUREAU COUNTERSIGNATORY AND ADMINISTRATOR
(PART TIME)**

APRIL 2010 – MARCH 2011

The purpose of my report is to update and provide information on the range of activities and tasks that I have been involved in to help prepare the community and voluntary sector in the wake of a raft of changes at all fronts. All of this has been delivered to the back drop of an economic downturn, re-configuration within the public and private sectors, which has subsequently had a knock on effect on the third sector. I have worked to support group as well as raising awareness and understanding as the sector grapples to adapt to change. The voluntary sector has been encouraged to grasp opportunities as they present themselves and to become more business oriented in their delivery and management of services. There has been an increased emphasis and importance on measuring outcomes in order as well as ensuring that organisations are best equipped through embracing good practice and acquiring quality standards. There has been a culture change from being dependent on grants and service level agreements to becoming increasingly involved in tendering and commissioning.

Adult Remit - Strategic Lead on Older People and Disabilities

I continue to connect and be active supporting groups within this remit, by taking notice of issues and concerns and by bringing the right people/organisations together to work and find solutions to challenges during these difficult times. This is mainly channelled through the work of the **Older Persons and Disability Network**. As facilitator for this Forum, I undertook a consultation with Forum members and trialled an all day event format to incorporate the demand for information and engagement. The format included a forum meeting, with plenty of opportunities to facilitate networking, profiling of voluntary sector groups and consultation. The following quote “ *I have appreciated being able to hear various speakers in the last three meetings I have attended – that is from the time I became a member of the network meeting. The calibre of speakers has been good and I have learnt about lots of new things/groups and projects*” indicates that the Forum is on the right track. A regular funding slot was introduced to help support groups to access funds. We have had a significant increase in successful applications from this client group for funding. In accordance with the Health and Wellbeing Agenda around Prevention regular Tai Chi sessions, funded by Age Concern Southampton, have also been incorporated. Groups were able to access the Tai Chi tutor for their own groups – thus passing on good practice. This past year I have seen better collaboration between groups as they pool resources and knowledge. This can be demonstrated by the following quote “*the forum has been very useful for both networking and also learning about different groups and subjects as a whole. Also useful for hearing new ideas and receiving feedback about my own activities and ideas*”. The average attendance fluctuates between 20 -25 member organisations represented.

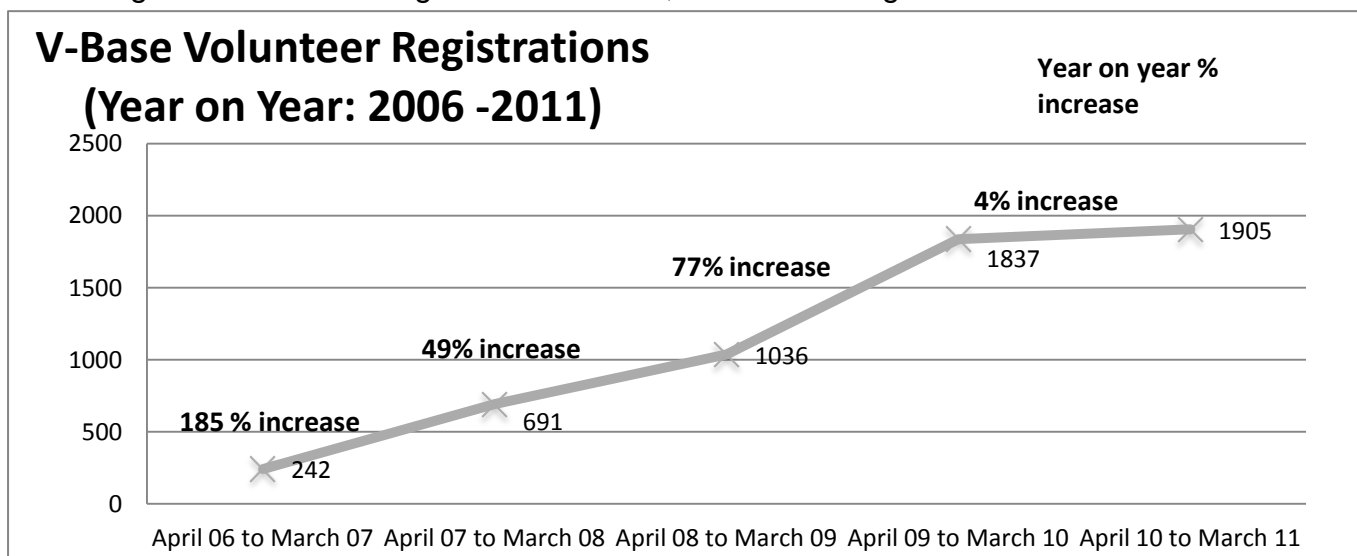
Other important changes include a move away from hard copy mailing of minutes and supplementary information to sending out information via an email distribution

**VOLUNTEERING DEVELOPMENT TEAM
APRIL 2010 – MARCH 2011**

SVS's theme for the period of this report is Adapting to Change and the Volunteering Development Team (VDT) has taken on this challenge and successfully adapted to the many changes in the profile of volunteering and within the voluntary sector.

One indicator of this is the continuous increase in the number of volunteering enquiries. In the last five years we have seen a **680% increase** in the number of new volunteer registrations, highlighting the positive progress and interest of volunteering within Southampton. The increase is a reflection of the shift towards volunteering becoming an essential part of the fabric of culture and new tools that have been used to invest in volunteering, such as the Do-it website. In Southampton in particular, the increase is directly related to services' ability to adapt to change and support those into volunteering whilst assisting organisations to add value to projects in a time when resources are scarce.

Volunteer registrations between April 2010 and March 2011 saw another positive **increase of 4% on the previous year**. This is a relatively small increase in comparison with last year's increase of 77%, however 2009-2010's increase can be attributed to the two main referral streams from the Job Centre Plus volunteering provision and the Surestart V-Steps Programme. Both of these referral streams provided an average of 35 new volunteer registrations per month. However, each of these referral streams ended, or saw significant changes during 2010-2011 affecting the pattern of volunteer registrations. Therefore, the increase of general volunteering cannot be fully articulated by looking at the new registrations totals, as the increase in general volunteer registrations is 22%, when removing the above



mentioned referral streams.

To adapt to the continuous increased interest in voluntary activity, the volunteering development team have worked more efficiently and effectively to support the large numbers of clients wanting to engage with the service. Firstly, this was achieved by offering extra Volunteering Information Sessions (VIS), which are available to the public as an opportunity to be matched to a

volunteering role with the support of an advisor. VDT held 33 more Volunteering information sessions than last year to cope with the demand. Overall the team ran 105 sessions, with over 514 attendees, some of these sessions were specialised to engage volunteers with extra support needs and some were delivered in the form of outreach sessions to engage potential harder to reach clients groups. Secondly, the VDT team has worked in partnership with other support services to improve and adapt our brokerage service, through a structured referral process. In addition the VDT itself has increased its capacity through increased involvement of volunteers as well as additional staff time invested by SVS to support the growth in demand. One example of a structured referral process is our partnership with Southampton Job Centre Plus. As part of Southampton City Council's priority "**Getting the city working**" the Volunteering Development Team has been actively engaging those who are unemployed to take on volunteering to improve their work skills and enhance their C.V's. At the beginning of April 2009 the Department for Work and Pensions launched a nationwide volunteering brokerage scheme through the Jobcentre Plus Centres. The scheme aims to help those people who have been unemployed for at least six months to develop work based skills through volunteering activities. With the support of a worker from Southampton Job Centre Plus, we were able to deliver bespoke one to one meetings and specialised training for job seekers. Within the financial year there were 131 referrals taken from the Southampton Job Centre Plus "Volunteer Option". We were able to determine the success of the scheme through continuous tracking and follow ups. For example the scheme successfully placed **65 job seekers** into voluntary work, a high proportion of which went on to paid employment. Although the scheme finished 4 months early in November 2010, the joint work with Southampton JCP has continued, however, on a smaller scale. Another example of the Volunteering Development Teams structured referral process, and a further aspect of our work that fits with "Getting the City Working" objective, has been the Volunteering S.T.E.P.S. (Southampton Takes Employment for Parents Seriously) project. The V-STEPS project worked with parents who had children under five years old and who had expressed an interest in volunteering through Job centre Plus Family Advisors. The project was designed to help parents on benefits to start thinking about their future plans for paid work. The idea behind V-Steps was to improve parent's prospect of employability by engaging with local voluntary groups as volunteers. The aim of the project was to enhance work related skills, such as arranging childcare/ family commitments, finding referees, completing application forms, improving interview skills, providing up to date references and to have relevant training and experienced for their C.V. The further positive outcomes were to strengthen the community/ voluntary sector, create "role modelling" for children of the skills of working outside the home, to promote independence and raise aspirations.

Southampton Voluntary Services (SVS) has provided the V-STEPS project across three Sure Start/Children's Centres; Southampton Central (Clovelly), Weston and Woolston (Gateway). The V-STEPS programme has been run from Nov 2009 until March 2011 with the aim of engaging 20 parents in active volunteering. However, the project exceeded its target by March 2011 with **25**

parents involved in voluntary activity. The V-STEPS project has also exceeded all other targets set to measure the success of the scheme, including, engaging well over 70 parents in training, and linking 60 in parents with a voluntary organisation.

The project's success has been due its adaptability and flexible ways of working. Through the project we identified a number of barriers to volunteering for our client group, which we worked hard to overcome. The length and style of the course were changed to match the specific needs of the students and the resources available in each centre. For example, Sure Start Central has a higher population of ethnic minority groups and English is often a second language, therefore we allowed extra time during the sessions for parents to assimilate information, or held one to one sessions. Parents who spoke no English were referred to Sure Start English for Speakers of Other Languages (ESOL) programmes. We had planned to hold training sessions with the Sure Start multilingual development staff, but none of these materialised due to the Sure Start staff having other commitments and restructuring. Another example, is Woolston Sure Start which is a much smaller centre and without the resources and space of the other centres. Therefore, we adapted the sessions to one-to-one tutorials allowing Woolston parents to access the programme. This type of flexibility highlights the adaptability of the training programme to enable to training to run across the target area.

The success of the project in three Sure Start centres highlight how the training has worked effectively with those who are seeking work and/or have low confidence in their work skills. Firstly, we looked to match clients to the roles that were both very local to where they live, were flexible to fit in with their child care arrangements and offered a good level of support and training, ideally in skills that would be transferable into paid jobs. Secondly, the V-STEPS project also provided a route for participants to engage with the services they are already part of and take some form of ownership i.e. a number of parents volunteer at their child's school or within Sure Start as part of the "Sure ideas scheme".

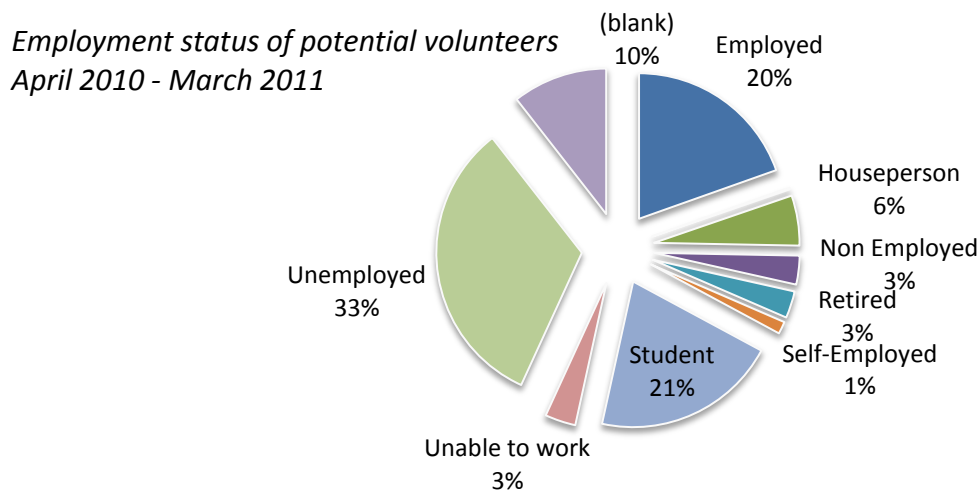
Overall the project had been successful and the Volunteering Development Team would like to thank our partners at Southampton Job Centre Plus, Sure Start and Southampton City Council for the support in achieving such positive outcomes.

Volunteering Trends and Demographics

The Volunteering Development Teams main focus is linked to Southampton Voluntary Services vision of "A City in which all people are inspired to make positive contributions to their communities" and which directly links to LAA target NI 6 improving "**Participation in regular volunteering**". Through the volunteering brokerage service we aim to make the community's access to volunteering as easy and as straight forward as possible. In order to develop the service we monitor the trends and demographic of the potential volunteers coming forward. The following statistics show the direction that volunteering took in the last financial year.

- The gender ratio from April 2009-March 2010 was more balanced at 51% female and 36% male. Now we are seeing again that women are much more prevalent as nearly 2 women are coming forward to volunteer for every man. A high portion of male potential volunteers have come through the Department for Work and Pensions (DWP) referral stream as 70 % of all DWP referrals were male.
- Nearly a **third** of all volunteer enquiries come from 19-25 year olds. In 2009-2010 24% came from 19-25 year olds. This has risen to 33% in 2010-2011
- 11% of potential volunteers are over 50 years old (down 1% on last year)

Furthermore, high unemployment has meant that a large proportion of the volunteering enquires have come from those seeking paid employment. Although this is a high proportion it is still a decrease on the previous year. In the last financial year 33% of volunteers registered with SVS were unemployed, an 11% reduction on the previous year.



Volunteers with extra support needs

At Volunteering Information Sessions and one to one interviews, that run every week, the team are able to spend individual time with potential volunteers, especially those with additional support needs, and obtain details such as. Out of 667 attendees

- 18% self classified themselves as disabled (2% increase on last year)
- 14% registered themselves as having mental health problems
- 13% had a criminal record (3% increase on last year)
- 11% were medically signed off work due to health problems

Nearly a **third** of all attendees highlighted that they had extra support needs and would require assistance to overcome the barriers to volunteering. Due to this the VDT will be looking at ways to further support volunteers with extra support needs in the coming year.

Referrals into Placements

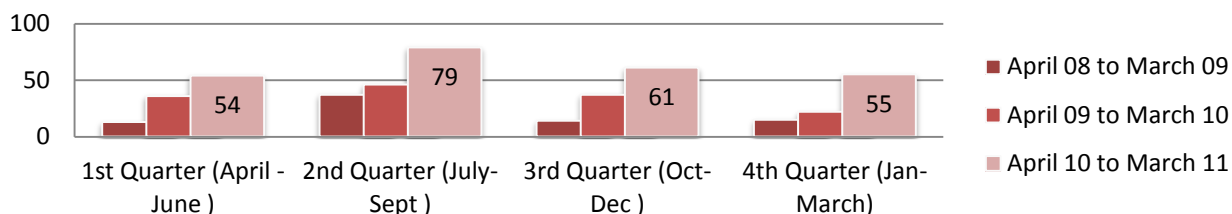
Since April 2008 we have seen an **8% improvement** on the conversion rate from enquiry to “active volunteering.” Between April 2010 - March 2011 SVS

brokered 97% of all enquiries into at least one or more volunteering options, and 15% of all enquiries turned into an “active volunteer” placement. This is a 4% rise compared to the previous year when there was only an 11% conversion rate from enquiry to placement. An “active volunteer” is defined as someone who has completed their training and recruitment process including Criminal Records Bureau checks, and is actively volunteering regularly. The drop off rate, although improved upon from the previous year, can be explained by a variety of reasons, some relating to issues around screening. Other reasons stem from potential volunteers choosing to “opt out” after considering time commitment and responsibilities of volunteering or if the potential volunteer has extra support needs that cannot be met by the voluntary organisation due to funding or type of activity. A substantial change in personal circumstances, for example, finding paid employment, also affects the placement rate.

Development of Volunteering Opportunities

In order to better match supply with demand for volunteering Southampton Voluntary Services has worked with **225** organisations over the past financial year, which were recruiting and training volunteers in over **500 different volunteering roles**. The team aim has been to capacity build the local voluntary sector through developing the number of skilled volunteers and ultimately adding value to services. Furthermore, the high number of enquires has meant that volunteering organisations have become full to capacity with volunteers and the VDT has needed to support voluntary sector groups to think more creatively about volunteering opportunities to cope with the demand.

*New Volunteer Opportunities
Year on Year Growth*



Therefore, the growth in the range of opportunities was substantial with **249 new opportunities** registered and subsequently promoted. This equates to 20 new opportunities becoming available to potential volunteers every month.

Furthermore, by the end of March 2011 there were a total of 349 active volunteering roles, 50% higher than the same time last year. The roles developed during the year were distinctly vocational covering a wide range of interests and activities that would also benefit the volunteers C.V.

Our other achievements

On top of our structured work with partners and our volunteering development and brokerage service the team has also achieved in other areas of work. In order to support organisations to develop their volunteer base the VDT have delivered 9 different training sessions based on different elements of good practice when engaging with volunteers. **Over 70 attendees** from 35 different organisations have engaged with the training. 97% of attendees

agreed that the training has helped develop their knowledge and understanding of volunteering best practice.

In order to adapt to the changes in the economic climate SVS has looked to support the voluntary sector to find different ways to resource their activities. One of the ways has been to encourage business partners to get involved in projects with the local voluntary and community sector. SVS held a Breakfast Briefing on St. Valentine's Day with the theme "Doing it for Love". A variety of businesses and voluntary sector groups joined SVS and Business Southampton for a lively and informal breakfast discussion that was kindly hosted by La Margherita's restaurant. The aim was to share ideas on how to focus our efforts on joint solutions by working together smarter and making best use of scarce resources. Dame Julia Cleverdon, Vice President of Business in the Community, joined us to give an inspirational overview of the mutual benefits of effective business and voluntary sector partnership. Since the event we have worked with numerous business partners to engage them in voluntary activity, including Barclays Corporate Bank, NDS and KPMG. In working towards **National Indicator 8 "Adult participation in sport"** SVS has continued its work with the Active Southampton Partnership. SVS has worked with 10 local sports groups to improve their volunteer recruitment processes to build their capacity. The partnership's aim is to work together to assist in getting people more physically active, which has the added benefits for both involvement and health outcomes

VDT took on four new volunteers and **together the volunteer team clocked up a total of 377 volunteering hours** during the last financial year. This equates to one day of voluntary help each week. Volunteers supported the work of the VDT in many ways, from data entry to providing help and advice during the information sessions. Our volunteers really make a difference to our service, enabling the development of new ideas and approaches with their personal experience in volunteering. The team are particularly grateful for all their help.

Together with our partners at Southampton City Council we have successfully run two **Volunteer Certificate Scheme** presentations. This has recognised and celebrated the contribution of over 80 exceptional volunteers in the city. To thank volunteers from across the organisation SVS marked the International Day of Volunteering by holding a celebratory "You are All Stars" Supper and Entertainment evening for all SVS's 80+ volunteers.

Becky Spake
Volunteering Development Worker

VOLUNTARY SECTOR SUPPORT DEVELOPMENT WORKER (PART-TIME)

MARCH 2010 - APRIL 2011

Overview

During the year I have held three lead areas within the Voluntary Sector Support Team (VSST)

- Group support, including small groups (4 hrs per week)
- Funding Advice (6 hrs per week)
- Volunteering S.T.E.P.S (Southampton Takes Employment for Parents Seriously) (10.50 hrs per week, funding finishes March 2011)

Working with Groups

In the period April 2010- March 2011, I worked with some 77 groups. These included people from the Afghani, Afro-Caribbean, Asian, Chinese, Goan, Malayalee, Russian, Somali and white communities.

Topics included identifying the correct legal structure, writing or amending constitutions, trustee responsibilities, safe practice, discussing short and long term planning, funding plans and funding applications, managing an AGM, forming a new group, registering as a charity and being a charitable trust. Anxieties around commissioning and tendering have also been a consistent theme and another area of support that has been required. There has been an increase in guiding groups through troubled waters particularly around funding pressures highlighting longstanding poor practice, weakness in interpersonal relationships and differences in vision.

I have facilitated 'values' 'visions' training with two groups for trustees, as part of their development plans. Feedback included *"Thank you The Trustees are all hugely grateful to you for your time and contribution. The feedback is very constructive indicating that you really did hit the mark!" (Communicare).*

I have also sat on grant panels for Prevent and SCC Community Chest whilst VSST colleagues have also been members of other grant panels. Sitting on the grant panels has highlighted that there continues to be weakness in funding applications. Groups know why they want money, how much, and when but sadly funding panels are still not so enlightened. Whilst groups are pressured, rushed and immersed in delivery the devils of 'cut and paste' show up in the answers given in funding applications. To help groups continue to adapt to change in 2011, we will be piloting open funding surgeries as well as continuing to deliver training to try to support the sector in doing fewer but more successful funding applications.

I have delivered three 'Applying for Funds' sessions to a total of 75 people. Two people from the course in September 2010 have brought in applications to be read through whilst four others have reported receiving funding. *"Thank you, I have been re-boosted to apply for funds!" (course participant).*

I have also delivered an 'evidencing need' course to 17 people. *"I was amazed that so much info could be packed into 2 hours!" (course participant).*

I have delivered outcomes training to 14 people. One participant commented *"Oh golly, I now realise why I didn't get that grant, my outcomes were all over the place!"*. Whilst another said *"Thank you so much for the three training courses you provided (Evidencing Need, Applying For Funds, Demonstrating Outcomes). As mentioned, they were a huge help and they helped to rationalise some of what feels like the rats nest of applying for funds" (Jill, Hope Community Trust).*

I have delivered some linked training courses back to back as groups have stated that they like attending two linked briefings.

This year as a result of adapting to changes in our funding, we have piloted giving funding presentations at Forum meetings supported by SVS Voluntary Sector Support Team. We hoped that this would prove an effective way of supporting a stretched sector, while maximising our diminishing

resources. By adapting to change and trying to work smarter I have had to change the format in which information has been prepared and presented to groups. However, chairing meetings and delivering presentations did not prove a winning combination for colleagues. Only nine groups reported achieving funding from nineteen presentations delivered both by colleagues and myself, however we do suspect that more groups actually achieved funding. One group that was successful commented that *“we applied for a grant in regards of audio equipment and rents. We were successful. Our rent is covered for the next year and we have purchased a portable speaker system with three microphones.....thanks for your help” (Des, Breathe Easy).*

A regular discussion point throughout the year has been supporting people to set realistic goals. There have also been numerous discussions around what is a social enterprise and how it differs from Charity status, including the realities of having someone to sell services to. Many of the individuals who have made contact regarding the above come from new and emerging communities. Some have been referred to SACDA (Southampton Area Co-operative Development Agency) or CAH (Community Action Hampshire) as these organisations specialise in supporting groups that need to earn a living as well as serve their community. Sadly, the knowledgeable and dedicated Cris Jezard from CAH died unexpectedly earlier this year and will be much missed by his colleagues, not least because there will be a gap in providing such support to social enterprises.

In addition to all of the above I have continued to produce the funding pages for the SVS Mailing, the Small Grants Guide and the funder of the week profile for our web page, www.southamptonvs.org.uk.

Working with Funders

Throughout 2010-11 I have continued to work with the BIG Lottery, including arranging a series of articles for the SVS Mailing on how to increase success with Awards for All applications. Application rates have increased from 13 to 46 during this period. Southampton Groups received £88,704 from Awards For All in the last year, and the success rate is increasing.

The Voluntary Sector Support team (VSST) has continued its work with Lloyds TSB and I have given a number of presentations about what they would like to fund. *“We are really pleased that in 2010 we were able to support 6 Southampton charities with grants totalling £150,800, a significant increase on the previous two years..... In meeting with Southampton charities to discuss their work and funding needs, I would also like to highlight the very positive comments I heard about the level of support provided to charities by SVS in respect of supporting organisations’ development, governance and management and helping them develop their capacity and ability to seek funding” (Lloyds TSB January 2011).*

Other support for the Voluntary Sector

Many of the groups I have helped with funding have received support with recruiting and retaining volunteers, meeting strategic agendas, human resources or getting their voice heard by other colleagues from the Voluntary Sector Support Team (VSST).

I arranged for Daryl Martin from Independent Examiners, to give training on Independent Examination. So far, two groups are offering this service on a reciprocal basis and others are in the process of linking up with the aim of adapting to the changes in finding funding for core back office functions.

Special Needs Play Forum

I provided administrative for the Forum, which was established in 1991, and would like to thank Alex Iles from Mencap for her work as Chair. Sadly, this Forum ceased in June 2010. The funding from SCC for children with special needs was amalgamated with the new Aiming High funding for children with disabilities following the closure of SCC Play Services and the introduction of commissioning for both funds. Several of the member organisations of the Forum provided services for children from families with complex needs, children whose mothers had fled domestic violence or children of families seeking asylum. The needs of some of these children were able to be met through the Aiming High Fund, though not all meet the criteria, which focuses on children with disabilities. SVS and the Forum lobbied unsuccessfully on the projected negative outcomes for families and children which could result from finishing the grant for children with special needs and amalgamating this with Aiming High and to deliver all this funding through the commissioning process. Some of the

provision for children and their families ceased as a result of this decision. Unfortunately the focus of the Forum was lost and a reduction in SVS funding meant that we as an organisation could no longer offer administrative support. The needs of children with disabilities, have to some extent, been absorbed into the Children's Alliance, which has an active interface with the Children's Trust.

Volunteering S.T.E.P.S

This work was commissioned by Sure Start as an anti poverty initiative pilot project in Woolston, Weston and Central. It aimed to give parents with a child under five information about volunteering, the opportunity to be a volunteer and perhaps to use volunteering as a stepping stone into paid employment when appropriate for them and their family. I have concentrated my efforts in Weston and Central. Colleagues have worked with families in Woolston and as well as with organisations to be ready to receive volunteers and identify and promote new opportunities.

Achievements for this project in line with set targets include

- Delivering training and information sessions to 60 people, which we achieved through 12 training and information sessions and numerous 1:1 interviews.
- To have 20 parents referred to organisations to volunteer
- To have 20 parents actually volunteering. This is a very hard target with this group. So far we have achieved 21 people volunteering. For one person who is volunteering with the police the process was an enlightening experience for both the volunteer and the Family Adviser (from the Job Centre, working in Sure Start) as it took 10 months to set up.

These targets would not have been achieved without the support of the Family Advisers working within the Sure Start centres. Special thanks must also go to Jubilee Sailing Trust and Kim Sutton at the hospital who have been particularly supportive of the project. Although not all enquires have resulted in volunteering at this stage, due to people's family commitments, hopefully the seeds for the future have been sown.

Big Local: Harefield

This is a ten year, £1 million BIG Lottery project, which aims to equip and allow local people to develop skills to change their community for the better. The criteria was for communities with high deprivation indices which have consistently missed out on regeneration funding. The Lottery is setting up a Trust Fund, led by the Community Development Foundation, to manage the projects. The BIG Lottery worked with SCC and ourselves to identify a priority area in Southampton. SCC produced a profile of the area and recruited local partners to a steering group in line with BIG lottery criteria. Post coded areas in Harefield ward have been chosen and the project will broadly concentrate in three LSOA (local super output areas): Meggeson Avenue, Townhill; Macarthur Crescent, Townhill; and Woodlands area, Harefield Estate. I have successfully applied for initial funding to publicise the areas, consult and recruit local people and for local people to begin to commission some voluntary sector agencies.

Louise Evans

Volunteering Sector Support Team Development Worker

HEALTH DEVELOPMENT WORK AND SAFE IN SOUND PROJECT

APRIL 2010 – MARCH 2011

Overview

The past year is one that has been characterised by change. Political leadership change and austerity measures are seeing funding for the voluntary and community sector dramatically reduced and the coalition government's new direction on policy is touching every sphere of public life. Health policy in particular is currently undergoing some of the most far reaching changes since the inception of the NHS in 1948. Throw into this mix the nebulous concept of the "Big Society" and an ask on the sector to become more involved in solving societies woes, at a time of record cuts in public spending, and the challenges to the sector become clear.

Against this backdrop SVS has responded with proactive leadership of the local sector. We have run a programme of consultation and briefing events for our members to feed into every aspect of health policy change and have engaged with all major local players across health and social care to ensure the views and concerns of the sector, alongside opportunities to do things better, are taken into account.

Conferences and events

To ensure the local sector has a clear understanding about the changes in health and social care policy, and the implications for their organisations and service users, SVS organised a series of engagement events which culminated in the SVS Health Changes Conference held February 2011. Working closely with Southampton City Council Adult Social Care, Public Health, NHS Southampton City, NHS Solent Healthcare and others we have organised events to engage, open discussion and encourage participation on a number of key issues.

Sector participation in developing the Joint Strategic Needs Assessment (JSNA) was encouraged through SVS forums and a specific briefing focussing on the JSNA. This important document gives an overview of the health of the city, including contributing factors such as housing and income, and forms the basis for commissioning future health initiatives.

Building on the success of previous events, we continued the sector's dialogue with Bob Deans, Chief Executive of Southampton NHS, through an event held in September 2010. This was an opportunity for organisations to directly ask questions of the PCT's Chief Exec and top managers about their concerns and to better understand some of the challenges facing the PCT.

We have successfully worked in a similar vein with Penny Furness Smith, Executive Director of Adult Health and Social Care at Southampton City Council and have organised and hosted two engagement events. Again, this has been an opportunity for the sector to learn more about the challenges facing the city, whilst having their questions answered by the top layer of

management. We intend to keep this dialogue open as more changes become clear.

As plans for health have begun to unfold through the Health White Paper, Liberating the NHS, and subsequent Bill, SVS have organised a series of consultation and briefing sessions exploring aspects of the plans with the local sector. The ideas have been discussed, opinions aired and feedback provided on a local, regional and national level.

SVS have worked with Solent Healthcare NHS on their journey towards foundation trust status by providing a platform for engagement with the local sector and organised two events. Solent Healthcare NHS are keen to engage and learn more about the offer from Southampton's voluntary and community sector. This work will continue as the trust moves forward towards foundation status during 2011/12.

Discussion with the sector concerning changes in health policy peaked at the SVS Health Changes Conference held in February 2011. Over 60 local organisations were brought together to learn more about the effect health policy is likely to have locally. The conference provided first contact between the sector and Southampton's emerging GP commissioning consortium. The conference also provided an opportunity to consult on the plans for Public Health, through the Public Health white paper "Healthy Lives, Healthy People". Subsequently, feedback from this session has been shared locally, regionally and nationally.

Through the conference we were also able to initiate sector involvement in the NHS Quality, Innovation, Productivity and Prevention (QIPP) plan, which aims to make efficiencies whilst delivering high quality services. The conference was also an opportunity to learn more about the plans for S-LINK as it morphs into HealthWatch and hear the latest news on the updated JSNA. A full report "SVS Health Changes Conference February 2011" is available from SVS.

Other events organised through the health strand of development work included an event aimed at building relationships between Dorset Healthcare NHS cognitive behavioural therapy mental health service, Steps to Wellbeing, and local voluntary health and social care, arts, music, environmental and sports groups. The aim behind this event was to enable Steps to Wellbeing to have a good understanding of, and make referrals to, organisations working in the community that provide activities and volunteering opportunities that can have a positive impact on the wellbeing of clients suffering with depression.

Partnerships and Forums

I currently convene two voluntary sector forums for our networks: the Drug and Alcohol Reference Group (DARG) and the Mental Health and Wellbeing Forum which has been amalgamated the existing Counselling Forum in order to rationalise time and attendance. From these forums and the aforementioned health events, conferences and briefings I represent sector opinion to four multi-agency strategic partnerships: The Health and Wellbeing Partnership, Drug Action Team, Mental Health Partnership (formerly Local

Implementation Team for Mental Health) and the Active Southampton Executive Board.

The Mental Health and Wellbeing Forum, chaired by service user activist Bob Clark, is a meeting place for voluntary sector organisations with an interest in, and a desire to improve, services tackling mental health issues. We have broadened the groups remit to pay more attention to preventing poor mental health and improving wellbeing. This is reflected in agendas over the last year, which have struck a balance between services targeting, and policy issues affecting, those with mental illness and wellbeing initiatives aimed at improving the mental health of the general population – a notion termed Public Mental Health.

Policy issues responded to by the forum have included the local Mental Health Joint Commissioning Strategy, the current stage of the day services review and personalisation and the new national mental health strategy No Health Without Mental Health – which has a strong focus on improving public mental health. In terms of wellbeing initiatives we have explored the BBC Headroom initiative and the use of music in wellbeing, including local music projects SoCo and the Everybody Sings initiative. Through the forum we aim to develop stronger networks between organisations focused on health and organisations who promote activity that enhances wellbeing (music, art, sport etc), with a view to facilitating the coproduction of wellbeing enhancing initiatives.

At the forum we have examined services for those with mental health problems including the primary care mental health service Southampton Steps to Wellbeing, the new secondary care in-patient unit Antelope House and the Wellness Recovery Action Plan (WRAP) programme. The forum has also been a place for the emerging Southampton Service User Network to gain support and guidance as they establish as an organisation.

One of the biggest barriers to recovery from mental ill health is the stigma and discrimination faced by service users. In light of this, the forum has welcomed the chance to engage with the national Time to Change anti stigma campaign and plans to get further involved in activities over the coming year.

The issues raised by the Mental Health and Wellbeing Forum and the Drug and Alcohol Reference Group (DARG) concerning gaps in service provision for dual diagnosis clients has moved forward considerably thanks to the efforts of the Dual Diagnosis Alliance. The work is now flagged up in the Joint Commissioning Plan for Mental Health and a multi agency working group of managers across mental health and substance misuse have organised the work into primary and secondary care work streams that are being progressed.

The DARG continues to meet on a quarterly basis and is chaired by Nikki Keeley, Director of Options Counselling. The forum continues to feed opinion into the Drug Action Team (DAT) and Tackling Alcohol Partnership (TAP). Agendas over the last year have reflected the broad array of initiatives aimed at helping those with alcohol and substance misuse problems to make steps

towards recovery. The forum has been particularly interested in initiatives that encourage service users to get involved in volunteering as a means to rebuild their lives, by building self esteem and filling their time with positive activity that can lead to employment. Two such projects showcased through the forum include the SVS Street Homeless Prevention Team Volunteer Taskforce and Society of St James' The Bridge Volunteering project.

The forum has also been a useful place to keep abreast of new trends in recreational drug use and unclassified substances (legal highs) and to better understand some of the current initiatives aimed primarily at the night time economy and alcohol use.

Two sessions that have proved particularly useful have been visits from Job Centre Plus who have dispelled some of the myths surrounding benefits and outlined some of the extra support available to enable drug users to find employment. We will continue this dialogue as more changes become apparent through expected welfare reforms.

In terms of policy, the forum has been involved in shaping the local Strategic Needs Assessment for Substance Misuse, in learning more about and promoting personalisation and self help, and in responding to the national Drugs Strategy 2010 Reducing Demand, Restricting Supply, Building Recovery: Supporting People To lead A Drug Free Life. As the title suggests this document sets out a new vision of treatment based less on harm reduction and more on achieving abstinence from substance use.

An offshoot of the DARG, now accountable to the Clinical Governance sub group of the DAT, is the Stimulant Forum. I have been involved in re-energising this forum, which aims to improve treatment outcomes for stimulant users engaged in services who are sometimes preoccupied with opiate use and substitute prescribing (methadone, subutex etc). We have developed this forum into an action network, with an action plan developed through an audit of all drug treatment services that highlights issues to be addressed. Each separate issue is now being systematically resolved through our bi-monthly meetings. I am currently Vice-Chair of this group.

As mentioned I sit at the Health and Wellbeing Partnership as a voluntary sector representative. This is a high level partnership and was a subgroup of the Southampton Partnership (Local Strategic Partnership), set up to take a strategic overview of health provision in the city and responsible for the health targets in the Local Area Agreement (LAA). Southampton Partnership has now been superseded by Southampton Connect, a more streamlined arrangement, and the LAA framework is not being taken forward by the coalition government. Health and Wellbeing Boards are to become a statutory requirement under the health bill, and whilst the voluntary and community sector is not listed as a required partner by statute, we anticipate being invited to stay involved as an active partner in the new arrangements.

Active Southampton has been set up as a partnership to improve the health of the local population by encouraging access to sports and leisure activities and

promoting active transport. The executive board exists to build networks between enablers within key organisations – sports and leisure, planning, the environment, public health and the voluntary sector – and to guide the direction of the operational delivery board. Volunteering and voluntary action has played a key role within this partnership, with this strand of work delivering against all of its targets.

Projects

I have been involved in organising and delivering three multi agency projects over the last year. For the sixth consecutive year, together with colleagues from NHS Southampton City Public Health, Solent Healthcare NHS and Hampshire Partnership Foundation NHS Trust we have organised Youth World Mental Health Day at Bedford House mental health day care centre for 70 year nine pupils from Southampton secondary schools. The young people learned about looking after their wellbeing by attending a series of workshops exploring mental health and techniques for enhancing wellbeing. This year the event incorporated a health fair to raise awareness of wellbeing projects across the city and featured a music performance from the Everybody Sings project. The young people who attended have been set a challenge to take the message from the day back to their schools and initiate wellbeing projects, with Cantell School leading by example having established a project after last year's event. This work has now been nationally recognised and awarded an NHS Innovations Award, which we will be presented with later in 2011 at a high profile national event.

Leading on from this work we have organised a similar pilot day aimed at younger year five children from three local primary schools. Initial feedback from the event is very positive and once it is fully evaluated we will be looking at extending this work over the next year to engage clusters of primary schools across the city.

Residents involved in the Bevois and Bargate Community Health Group (BBCHG) have shown an interest in getting involved in the Time to Change mental health anti discrimination campaign. With input from Hampshire Partnership NHS Foundation Trust and Southampton City Council colleagues we have produced a training pack that will be delivered by the members at community groups across the Bevois and Bargate ward. We plan to evaluate this work with a view to cascading the training throughout Southampton over the coming year.

Groups

Through my development work I have supported numerous groups over the last year. A number of groups have approached me for support at a time when their organisations are growing and changing. This has led to organising away-days, held at SVS, where groups can take a step back from the front line, identify and address issues and strategically plan the future direction of travel; leaving with a coherent action plan the committee has developed and endorsed, facilitated by SVS. Other groups have found funding to be an issue; these have been supported to develop funding plans,

identify funding and to sometimes just have an independent set of eyes read through and offer advice on their applications.

For some groups I have played a supporting role at their board meetings. This has included acting as an independent advisor on the board of the Friends of the Royal South Hants Hospital Chapel and acting as independent commissioning officer for Art Asia's board election at their AGM. Over the last year I have also supported the developing mental health Service Users' Network committee. This has included helping to organise a service users' engagement event, designing a user survey and offering training about different governance structures as the groups look at forming within a legal framework.

With funding cuts meaning many support services are being withdrawn I have worked with mental health service users looking to set up their own peer support networks, again looking at governance and roles and responsibilities. Using established networks I have been able to facilitate the formation of a mental health service users' music group with local community music project SoCo music. This opens further opportunities for the service users; as they recover they will be able to get further involved in mainstream activities through SoCo – an opportunity that would not exist if they were using a music project based within a mental health service. I am keen to develop further opportunities in this light over the coming year.

SVS

Beyond my day to day activities for SVS I have also been involved in exploring workplace wellbeing for the organisation, and we hope to apply for Mindful Employer status over the next year. With other colleagues I have also been involved in the development of an SVS marketing plan, on which we are currently working with national charity The Media Trust.

Safe in Sound Project

Summary

The year did not start well for Safe in Sound, having learned that we would no longer be supported through funding from the Safer and Stronger Communities Fund and Drug Action Team, administered by Southampton City Council. In preparation of this funding coming to an end we had already started applying for alternative money. As the summer wore on we received rejection letters from two bids we had hoped to be successful – Drinkaware and Comic Relief. As reserves grew low it became necessary to redeploy the project worker, Becky Spake, onto other tasks within SVS.

Shortly after Becky started her new role we received the great news that we had been successful in securing three years funding from the Department of Health's Volunteering Fund. Unfortunately, due to the change of government, we soon learnt that year 2 and 3 of this funding would not be confirmed until after the autumn CSR, this made it almost impossible to recruit to the vacant post. We did not receive confirmation of the funding until late February, so time scales on the delivery of the project have understandably slipped. The

Volunteering Fund have been understanding about this situation and its looking likely we will be able to carry the under spend over into the next financial year.

We have now recruited to the post and Ant Douglas has started working for Safe in Sound two days a week from 1st April 2011. After a year of fairly low key activity kept ticking over by our team of peer volunteers together we look forward to the project being revitalised in the coming year.

Project Development

The Volunteering Fund is supporting the project as it travels in a new direction with a broader focus on health and wellbeing issues that effect young people using the night time economy – as opposed to focusing purely on recreational drug use. The funders aim is to increase volunteering opportunities in health and social care and we have developed a number of innovative new roles that will enhance the project's offer.

Firstly, in line with our previously planned re-branding work, we are developing an opportunity for creative industry students to get involved with the project and help us to develop our communications and make better use of new media. We have opened discussion with Solent University's "Solent Creatives" pro bono PR agency to fulfil this role. Having recently surveyed over 300 young people it comes as no surprise that most information is accessed online, so we will be developing our online resources to meet this need.

Secondly, we have been exploring research from the field of Social Psychology about effective campaigns to change behaviour (Robert Cialdini, Nudge). In order to design campaigns that have a real impact on decisions about risk we intend to harness this thinking. The volunteering opportunity will be for students studying psychology, who can use their knowledge to enable Safe in Sound to communicate messages in a way that is proven to be successful, and guide the creative volunteers' work. We have approached Southampton University for assistance in this matter.

Thirdly, we are promoting some of our long standing volunteers to a team leader role. This will enable us to free up time in the management of events and involve more volunteers in an outreach capacity – and extend the outreach role to include other health issues. We are also developing a street marketing / PR role to raise awareness of the project and direct people to our online content – particularly through social media.

Pocket PR Project

Throughout February and March we have had a team of six Solent University PR & Communications third year degree students undertake a project for Safe in Sound, which contributes to their final degree. This has enabled Safe in Sound to make great steps in delivering towards its marketing plan and paved the way for further volunteer input around communications as detailed above.

The students have undertaken an awareness raising campaign using social media sites Facebook and Twitter to build an online Safe in Sound following. The students have also engaged with local media to raise awareness of Safe in Sound. This project culminated in a day long end of term event at the Solent University Students Union, which helped to boost the online following as well as engaging with students on a range of health issues including substance use, alcohol and sexual health. Solent NHS Trust worked with us at the event as part of their chlamydia screening programme – a relationship we aim to build on over the next year.

The students also undertook a survey of over three hundred students risk behaviours, focusing on sexual health, substance and alcohol use. The survey also asked where the students accessed information on the risk topics and the information resources they most trusted. A project report is currently being drafted with full handover expected in May 2011.

Sustainability

As 2011 moves on it will be a priority in quarter 3 to begin exploring other avenues of funding to support the project in the following financial year as the Volunteering Fund support winds down. This task is factored into our project plan.

Rob Kurn
SVS Health Development Worker
Safe and Sound Project Co-ordinator

FAMILY PROJECTS

APRIL 2010 - MARCH 2011

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

The aim of the project is to work in partnership with families who have high emotional/social/health needs, live in temporary/inadequate housing and who need help accessing other resources. This includes helping those families identify their needs and supporting them to meet them.

Meeting Needs-Ongoing work across Family Projects

Throughout the year we have addressed a range of needs for our families often in innovative and creative ways.

Promoting a healthy lifestyle is an important part of our work and we endeavour to be innovative in our approach to getting **health messages** across to parents. The Fathers group went on a Health and Wellbeing visit to St Mary's Stadium as a way of engaging men via the use of football. They had a tour of the football stadium and then had some fitness checks such as blood pressure and cholesterol. For some of the men the results of these were a real wakeup call and caused several of them to make significant changes to their lifestyle.

Issues around **children's health** needs have been addressed through discussions and guest speakers on healthy eating, exercise, dental health, asthma, children's illnesses, sun awareness, child development and behavioural issues. Likewise **adult health** issues that have been addressed include sexual health, breast and testicular cancer awareness, smear tests and follow ups, postnatal depression, mental health, drug and alcohol awareness, as well as healthy eating and exercise.

A lot of work has been accomplished this year on looking at internet **safety**. This has included giving parents the skills to be aware of the dangers of the internet and how to report any suspicions they have to enable them to keep their children safe whilst they are using the net. We also hope that while parents are learning about keeping their children safe, they are also thinking about safety themselves particularly when they are using chat sites and internet dating sites. We have also covered other safety topics including home safety, personal safety, fire safety and safeguarding.

We continually look at improving parents **education and employment** skills. We have provided them with training opportunities and introduced them to volunteering. Additionally we have supported them with budgeting, debt issues and money management. On an individual and group basis we helped

parents explore the skills they may need in the future and plan ways they can achieve these.

The **playrooms** at all Family projects venues are an integral part of our work as they provide a safe, stimulating play environment with a wide range of play resources for both under fives and the over fives (in the school holidays). We are registered with Ofsted and provide a very high standard of activities and play. All play workers hold a recognised qualification and undertake regular ongoing training. We ensure the child/children are put first and provide a safe place for children to vent their feelings and emotions. Equal opportunities are important, as is providing a range of play opportunities including active, noisy play which children often miss out on. We also provide activities that reflect the diversity of cultural experiences and special needs of children within the groups. We maintain observation forms on all of the children to monitor their developmental progress. We then use these when planning activities in the groups and also to highlight areas where children may need a little extra help. This is done in partnership with the parents and with other agencies where necessary.

Outreach Work and Home Visits

A significant number of initial home visits are conducted to meet with parents thus enabling them to feel comfortable when they first attend a group. Because the parents referred to us are families that find it difficult to engage in services this may mean more than one visit, but it is important that the family feel ready to take the next step to come along to a group session and ultimately continue to attend. Once established in a group we would then only do outreach home visits in a time of crisis or safeguarding. However, we are there to support families when attending planning meetings, case conferences, court, housing appointments and debt management meetings.

Safeguarding

In 2010-2011 we have again seen an increase in the number of safeguarding issues that we are involved in and are supporting families through. This takes up a great deal of time and involves a lot of outreach work. Some of the more high intensity work has involved visits to hospitals and medical examinations which not only take time but take a toll on workers both physically and mentally. Subsequently our supervision time required for this work has increased greatly.

Focusing on Outcomes

This year we have started a new way of monitoring a family's progress and outcomes while they are with Family Projects. When a family joins us they complete a star chart with us plotting where they feel they are at. This would include such things as confidence, parenting and budget management amongst others. From this we would then devise an action plan with them to address some of these needs. We evaluate the plans regularly and the parents are asked to look at the charts every three months and again record

where they are at. This will show the progress a family is making, what changes they have seen in themselves, enable us to make future plans and look at exit strategies.

Why our approach continues to be successful?

It brings services into the group in what is a safe, non-threatening environment for parents. It is a ground level approach, non-judgemental, informal and away from the statutory health environment. It is non-threatening and is accepting of where families are coming from. We have an open approach, pitched at an acceptable level.

The crèche's enable parents and children to have space. Parents are then able to discuss issues on a one to one basis with Project Workers, Health Visitors and Solicitor.

This Year at Family Projects

The Dad's group

The dad's officially launched their Cook Book "What's for Dinner Dad" in May 2010. The launch event was hosted by a local restaurateur who has also supported the projects in other ways throughout the year. This was a fantastic event celebrating all the hard work that had been done by many to bring this book to fruition.

Craft Days

Participation in craft activities are a regular informal part of the groups as it enables parents to learn new skills, gain confidence, build on self esteem and model play that they can also undertake with their children. In November we had two days that were devoted to craft in which all members of every group were invited to one of the days and many types of craft and cooking were on offer. The theme of the days were Christmas crafts and gifts which included making cards, table logs, jewellery, tree decorations and mug and coaster decorating. In the kitchen sausage rolls, mince pies and chocolate logs were prepared by the dozen allowing families to enjoy home made cooking at less cost than shop bought alternatives.

Parenting Courses

Our commissioners supported additional work through two Incredible Years Parenting Courses for families with children aged 2 to 8 years. These courses were delivered starting in September and January and were both 12 weeks in duration. These were popular courses with a full intake of parents/carers starting the course and 80% of the participants finishing. In the second of these courses both partners from four families attended and finished.

Christmas Parties

We had two brilliant parties this year. One half of the families attended a party at 90 Degrees, kindly provided and hosted by Nikos Raftopoulos. This was a wonderful experience for all the adults and children who attended with a first class three course meal, served by very patient staff and presents were generously given for all the children. The second party was for the other half of the families and was held at Kingsland Community Centre. We had a splendid array of food for all, fun and games for the children culminating with a visit from the main man himself with presents for all. Each party was very different but all the families had a great time and all workers were worn out.

Rotary Club of Southampton Magna

The Rotary Club once again has been generous in their support of Family Projects. A family holiday was offered during the summer at a holiday complex in New Milton. The family that went had a good time but unfortunately the holiday was cut slightly short through the parents mental health needs. Many thanks to the Rotary members who were very understanding of the families needs and who dealt with the situation superbly, returning the family home a day early. Mental health issues remain an extremely high element of family needs within the groups.

In early January we were able to purchase and deliver food hampers for each of the families we work with, courtesy of Rotary. These were very well received and came at a time for families when money was short following the expense of Christmas.

SVS Toy Appeal

Family Projects continued to co-ordinate the city's annual toy appeal making sure those children most in need in the City received a gift at Christmas. Run by us in partnership with voluntary and statutory agencies, local groups, businesses and the public, whose generous support is much appreciated, the scheme reaches most of the deprived families in the city. The needs of the children who receive the gifts can be complex as they may live in inappropriate housing, may be escaping from violence, have been dispersed through the asylum seeker dispersal programme, have a disability or live in a family on low income, have additional issues or needs.

At the launch of the appeal this year we were very pleased to be supported by The Right Worshipful, The Mayor of Southampton Cllr Carol Cunio, Fred Dinenage of Meridian TV and the school children from Springhill Catholic Primary School who provided some excellent entertainment.

Changes to our funding

During what was for us a fairly typical year we were then given the news that our contract, due to expire in March 2011, was to be extended for a further year but that our funding was to be cut by 50%. This was obviously a devastating blow that would mean cutting groups and reducing our staff levels

considerably. We started the difficult task of having talks with the staff, deciding on the future of the groups and families and at the same time continuing to run the groups as usual. We also made a decision to keep the news from the families until it became absolutely necessary to tell them.

Project Workers

During this time our team of six project workers plus me as team leader has been stretched to its limit. We had two members of the team, Sam and Jo, on maternity leave but fortunately we had cover for one these posts. Jo then decided not to return to work and Sam extended her leave but unfortunately our Maternity cover having finished her contract with us left to immigrate to New Zealand so we had to find a replacement. So it was all change again and for the regular team members this was an added strain as we were now in the autumn time when we had the pressures of the funding changes and the Toy Appeal looming. We soldiered on and Sam came back in November from leave and the cover for her duly left. Then sadly for us but a very welcome time for her, Pauline Hughes, who had been with us for 16 years, retired in December. Pauline will be greatly missed for her calm outlook and her knowledge and expertise in working with families. In light of the funding we decided not to replace Pauline's post. Early in the New Year Sam then made the very difficult decision for her that she was no longer able to continue to work and was going to leave us in March to be at home with her son and look to become a child minder. This again made decisions easier on the workforce front. Then last but not least Teresa went on Maternity leave in March. So our band of workers is now down to two project workers and me with Teresa due to return in 2012.

Project workers are key in the work that we do as they work with the whole family to build good relationships with them in order for families to access the help they need, when they need it, in an environment that they feel comfortable in. Our work is based on intervention and prevention where possible and to prevent families going into crisis.

Play workers

In April 2010 we had 20 individual contract and bank play workers working a various number of 3 hour sessions. Now at the end of March 2011 we have reduced these numbers to 11. Five of these have gone on to do other more secure work, two have returned to studying and one is on maternity leave. We are relieved that these moves on brought about in main by our funding cuts has meant that other posts are secure although many play workers still face a reduction in hours. We again are fortunate that all our workers believe totally in the work we do and our committed to the projects even if this means a reduction in hours.

Changes to Groups

After meeting several times with the funders it was agreed that we would scale Family Projects down to two groups on the East of the City, two on the West and one Central. This would include one group at Millbrook that is funded separately from the main grant. To accomplish this we would have to close down one group on the East, two on the West and one Central plus our family run move on group which was also funded separately but that funding is also being withdrawn. To accomplish this change over smoothly we decided that we would discuss all changes with staff in January then explain the situation to families the following week. It was then anticipated that we would make changes to groups at the beginning of March while we still had enough Project Workers around to settle families into new groups and support those who were moving on.

This has proved to be a very difficult and traumatic time for all concerned as families have been unsettled in every group. The team has spoken to each family individually and made the decision with them, based on need, as to whether they would be moving on from the Project, transferring to another group or staying where they are. For some families they were understanding and accepting but for many there was a lot of upset and even though they understood the need for the changes their own needs were understandably their main priority.

When this part of the process was completed we then started the change over the second week in March. It is early days and we are still settling families in and supporting those that have moved on but all is going fairly well considering the difficult circumstances. The hard part starts in April when our team is reduced to just three Project Workers including myself.

The New Groups are

Monday pm East	St Patricks Church Woolston	Covering the
Wednesday am West	Elim Pentecostal Church Freemantle	Covering the
Wednesday pm West	MP3 Millbrook	Covering the
Thursday am East	Bitterne UR Church	Covering the
Thursday pm	Kingsland Community Centre	Covering Central
Thursday pm	Kingsland Com Centre (Fathers)	City Wide

The Kingsland group and Fathers group are now running alongside each other using separate rooms but sharing a crèche. This was the only way we could maintain the fathers group and only time will tell if this can be sustained.

Adapting to change

For us this has been an extremely turbulent and difficult year. Although we have been faced with these huge changes we have looked at it positively and addressed each step with the knowledge that Family Projects is still here working with those families in Southampton that other agencies have been

unable to get alongside. For those families we make such an enormous difference and will hopefully continue to do so this coming year.

Di Barnes
Team Leader
Family Projects

YOUNG CARERS PROJECT

APRIL 2010-MARCH 2011

Introduction

The Southampton Young Carers Project works with children and young people aged between 8-18 years whose lives are affected by caring for an unwell or disabled family member.

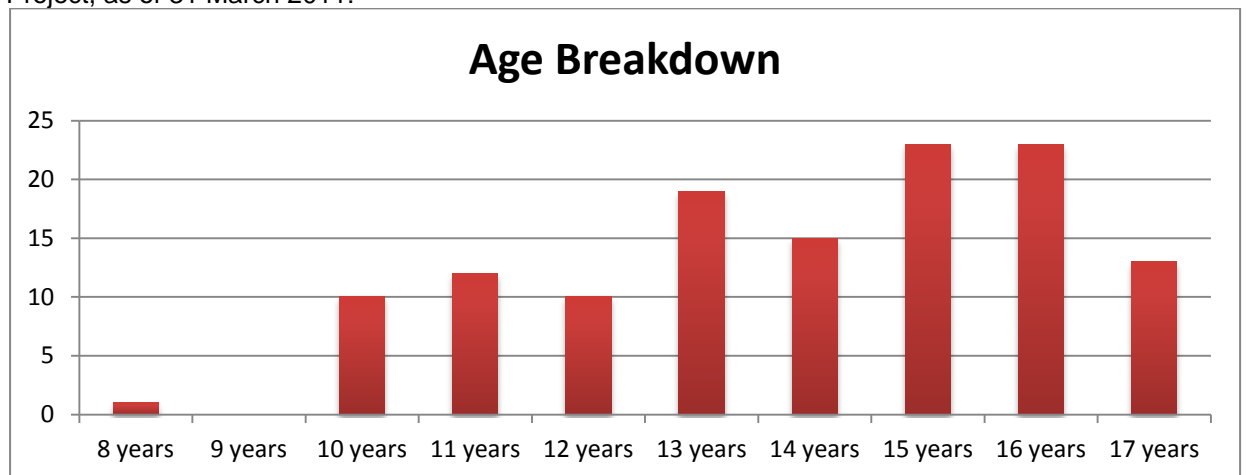
The person they care for may have a physical or learning disability, mental ill health, long term or chronic illness or have difficulties with drug/alcohol misuse.

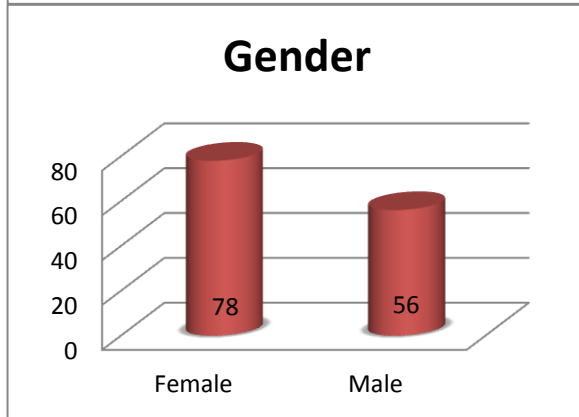
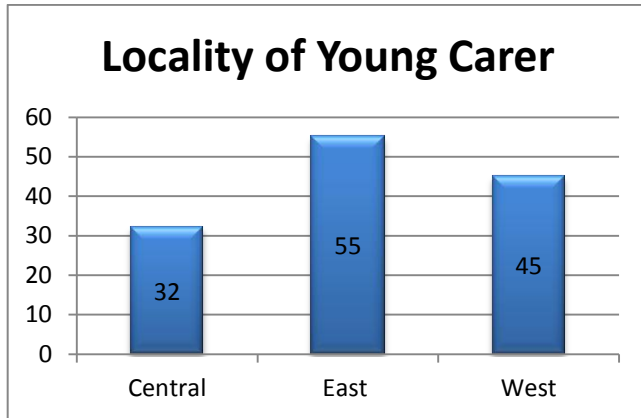
The Southampton Young Carers Project has been established for over 13 years and remains committed to ensuring young carers in the city have an equal opportunity to participate in positive activities that other young people enjoy. The Project continues to provide a holistic approach to ensure that individual needs are met.

Overview

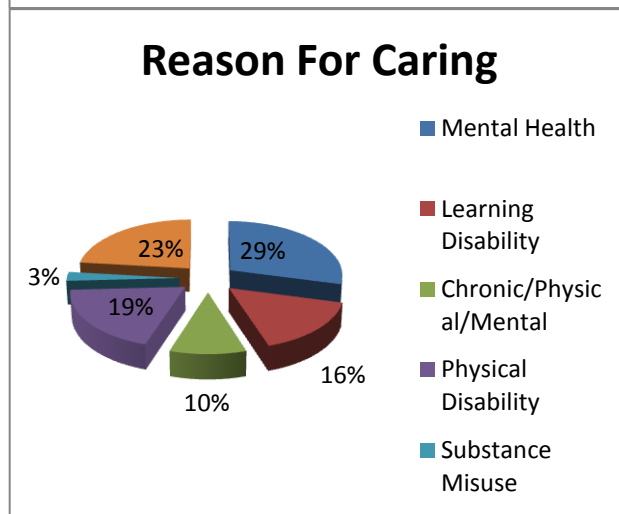
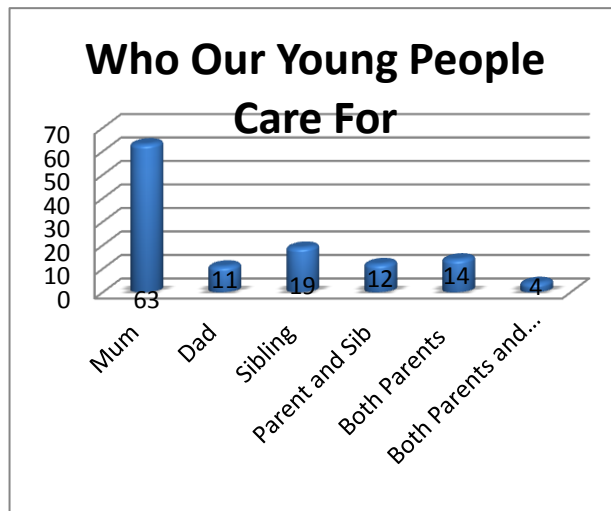
During the year the Project has engaged and supported 173 young carers from across the city, which is a slight increase on the previous year. As at 31 March 2011 the Project had 122 young carers listed as receiving support which could include one to one support, group work, in school support, befriending, evening activities, trips, residentials and/or workshops.

The charts below illustrate the age, gender and locality breakdown of the young carers on the Project, as of 31 March 2011:





The young carers on the Project care for several different family members with 28% of young people caring for more than one member of their family. The reasons for caring vary, however the vast majority of young people are caring for a parent with a mental health difficulty or chronic illness, with 10% of young people caring for a parent with a chronic illness/physical disability and mental health difficulty. The emotional strain that this puts onto a young person is often immense, likely adversely affecting their self esteem, confidence, friendships, social interactions and educational attainment and performance.



Funding

Following the successful tender application with Southampton City Council in 2010 the Project has seen significant changes to its delivery throughout the year and how/which services are offered to the young people. Although the Project has seen increased targets alongside decreased funding the team remain focused on securing additional charitable and private donations to enable the young people to benefit from a wide ranging menu of support, catering to individual support needs.

We would like to thank the following individuals, charities or companies for their support during the year:

Waitrose Community Matters Scheme, Rotary Club of Southampton West, Marie Bliss, Richard Kirkman Trust, Harbour Lights Picturehouse, Rose Bowl, Kevin Liles leaving do, Weight Watchers group, Lush, King Edward VI School, Southampton Gym Club

Referral sources

Young people continue to be referred to the Project using our standardised referral form. Referrals come from across the spectrum of agencies and services we work with. The number of referrals this year has largely remained the same as previous years. All referrals are assessed for eligibility and then placed on our waiting list until a space becomes available. We then meet with the young person and their family to assess the young person's need, ensuring that we are offering appropriate provision to suit their individual need.

Support

The Project offers young carers a variety of support packages including one to one and group support in eight of the cities secondary schools. As a result of our new contract with SCC our

main focus of work this year has been to those young people within the 8-12 age range. This has meant changing our evening group activities to reflect this continuing to ensure that positive peer support remains a fundamental aspect of all young carers groups. Evening activities are delivered from a central location and remain young person focused. They are designed to give young carers a break from their caring responsibilities and meet other young carers, whilst addressing any specific issues or topics that may arise. Staff and volunteers offer support and guidance, whether it's acting as an advocate, signposting or just sharing a laugh or cry.

Types and volumes of work undertaken and contact made with young people:

	Q1	Q2	Q3	Q4	Totals
Evening Groups	92	104	64	83	343
School Support	35	29	64	73	201
One-to-One	4	21	17	19	61
Activities	57	74	93	89	313
Workshop	23	17	21	53	114
Residential	18	21	0	0	39
Befriending	56	26	8	10	100
Home Visits	15	28	30	32	105
Other	22	96	135	178	431
Totals	322	416	432	537	1707*

*30% increase on the year 2009/
2010

The young carers, and their families, are given regular opportunities to feedback and evaluate the Project. In our annual Project evaluation, which is sent out to all young people and families, young people indicated that the support provided to them by the Project has benefited them with in following ways:

New friends	91%	Reduced isolation/get out more	57%
Improved self esteem	52%	Improved self confidence	57%
Better attendance at school	29%	Had fun	95%
Better behaviour	24%	Feeling supported by peers	62%
Know how to deal with bullying	38%	Know how to deal with emotions	43%
Staying safe	72%	Being healthy	48%

Comments also included:

"The Young Carers Project do an amazing job. Sometimes I really don't know where I would be without them"
YC, aged 15

"Being involved the Young Carers Project has given her welcome relief from tension at home"

Parent of YC

“Meeting other young carers has changed them. They know they are not the only ones”

Parent of YC

Young people are consulted about activities, trips and workshop topics, helping to shape the content of group sessions and more long term planning. We try to incorporate as many of these suggestions as possible. Typically group sessions often include cookery, arts, crafts, group discussion and sport, always actively encouraging a healthier lifestyle.

Our befriending service is in place to provide young carers with additional one to one support whilst offering them respite from their caring responsibilities. All befriending is undertaken by trained and experienced staff and volunteers. Having a carefully matched befriender often enables a young person to try new leisure pursuits or participate in an activity that they may otherwise be unable to access. The brief case study below highlights how befriending benefitted one young carer.

In October 2010 a 10 year old male young carer was referred to the befriending service in order for him to have time out from his home situation and to gain some confidence and self-esteem. He lives with his mum and older brother, who has Aspergers Syndrome. The young carer does not get much time or opportunity to go out and have fun. He also frequently witnesses violent mood swings from his brother, which he has to deal with. He is incredibly self-conscious, worries constantly and fears being bullied because of his home situation. With his befriender he was able to go bowling, swimming, out to Pizza Hut and even rock climbing at a local leisure centre. He opened up almost straight away to his befriender about his feelings and together they dealt with some sensitive issues.

Through our schools outreach work we continue to raise the awareness of young carers to school staff and pupils through PSHE lessons, assemblies, lunchtime stands and teacher training. Work this year has included delivering assemblies and providing additional materials to be used in PSHE lessons at St George's (years 7 and 9), St Annes Catholic School (Year 7 and 8), Upper Shirley High (all year groups), Oasis Academy Mayfield (Year 7) and Sholing Technology College (Year 7 and 8). Project workers have also been able to provide up to 82 young carers with group and individual meetings within their school environment on a weekly basis. This ensures that hard to reach young people remain engaged with the Project and receive the support they require. Project workers have also been able to liaise with key staff in school on a range of issues affecting young carers including lateness, absence, homework and coursework deadlines as well as underachievement.

Trips, activities and workshops continue to offer young carers invaluable opportunities for respite whilst enhancing their lives. The Project has been incredibly fortunate to once again benefit from additional external funding and strong partnerships that has allowed us to deliver an action packed and diverse year of fun, information and support. We have been able to offer many young carers the chance to participate in activities and outings such as a day out at Splashdown to coincide with World Mental Health Day, nights out at the cinema, theatre and restaurants, day trips to Marwell Zoo, Moors Valley Country Park and Boscombe Beach and a taster session at Southampton Gym Club, to name a few. Workshops have included a one day session on bereavement with Simon Says and a series of weekly sessions in partnership with the NSPCC and Saucepans to address issues around Parental Mental Health. We have also worked in partnership with King Edward School VI in developing and delivering a month long sports based programme. Residential this year have included the annual Young Carers Festival at Fairthorne Manor, a four camping trip to Dorset provided by King Edward VI School and five nights ways with Honeypot, a national charity that supports

young carers. One family also benefited from a well needed week long holiday in Dorset provided by the Rotary Club of Southampton West. Each young person received a Christmas gift as part of the annual Toy Appeal and many young carers came together to celebrate at their first Project Christmas party (an event that is still spoken about now!).

Listening to young people

The Project continues to empower young people to have their voices heard and facilitates the opportunities for young carers to be listened to. We have had articles included in local publications City View and Health Matters, ensuring that young carers have an opportunity to share their stories. This year a participation forum has been developed for those young people aged 13-18 who want to have a further say in the development of the Project and become ambassadors for other young carers in the city. Contributions from the forum have included planning and organising the pre Young Carers Festival meeting and input into the young carers Project newsletter. The group have also been involved in interviewing new volunteers for the Project including devising their own questions. Additionally, the young people have researched and evaluated other forums nationally including the analysis of creating an online forum.

Out and about

During Carers Week we had a display at the civic centre raising awareness of young carers and the issues they face. This was in addition to an article in City View which included a case study of a young carer.

Numerous young carers were nominated for the young carers category for the 'I Am Southampton' awards with three being shortlisted to receive awards. This included an evening reception in the Mayors parlour. Another young carer on the Project was shortlisted from hundreds of nominations to make it to the final five of Channel 4's Kindest Kid award. Part of being a finalist included having his story filmed and being shown on Channel 4, highlighting young carers to millions. The young person, along with a member of staff, also had the opportunity to go to Downing Street and be presented with an award by PM David Cameron. A day out not to be forgotten!

Staff

For a variety of reason the Project has seen a number of staff changes throughout the year. Jo Payne returned back in December after her maternity leave with Hannah Moss leaving for the start of her maternity leave in February. Team leader Megan Marks returned back in April after a long period of time off due to ill health. Suzanne Channer joined the team in March 2010 covering for both Jo and Hannah and has provided continuity to the young people during this time. Rob Marsden joined the team in February supporting the Project in Megan's absence.

In addition to supporting young carers, the team each have lead responsibility for a number of areas, including volunteering, publicity, marketing, partnerships and befriending.

Volunteer involvement

Volunteers continue to give their time to the project and provide vital additional support to individuals, group sessions and activities. During the year five of our volunteers received their 100 hour certificate as part of the Mayor's Volunteer Certificate Scheme in recognising the commitment and dedication volunteers bring. The Young Carers Project has benefited from over 700 volunteering hours this year, something we could not do without.

Comments from our volunteers include:

"I enjoy coming into the office, the team are really nice and I feel supported."

"I love meeting the young people and I have just as much fun at evening groups and activities as they do!"

The Future

We will continue to liaise with stakeholders in the development of the service and our commitment to supporting young carers within the city will continue to be unwavering. We will aim to ensure that each young person is provided with the best possible support and provision in order for them to achieve their full potential, enjoy being a young person and have the respite they need from their caring role.

Megan Marks
Team Leader

CITY SHOPMOBILITY APRIL 2010 – MARCH 2011

Synopsis of our Service

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

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

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

Source – Customer survey 2010/11

One of the key benefits of the project to the Southampton community is its contribution to the city centre economy allowing people who may not otherwise be able to shop or visit the city centre to contribute to the city centre economy. The provision of the service, particularly in its accessible location, enables the movement of less mobile people around the city centre after they have arrived by car, public or community transport or on foot so is a vital transport link.

The project provides an information point for disabled and less mobile people as well as retailing a small amount of mobility items. Historically the project has received the majority of its funding from Southampton City Council although as outlined in the report this funding is set to be reduced so alternatives will have to be found. Other income sources include user contributions, fundraising and donations.

Summary of Year

2010/11 has been an extremely challenging year for City Shopmobility, arguably the most challenging in the service’s 12 year history. This arose from the local council’s proposal, made in June 2010, to withdraw all funding to the service on the basis that the service was a ‘duplication’ of the West Quay Shopmobility service. The proposal prompted much distress and outcry from our users and others members of the disabled community which led to the council postponing the decision whilst a consultation into the suggested ‘duplication’ of service was carried out. More information about the results of the consultation is detailed in the body of the report. The good news for the service however was that in March 2011 the city council agreed to continue funding the service – albeit at a reduced and declining level. It is a true testament to the value of service to its users that so many were prepared to campaign to keep the service running and was a clear demonstration of the passion our users feel for our service.

On a more positive note highlights of the year have included:

- Increasing overall service use by 8.5%
- Registering 407 new customers in the financial year. An increase of 3.5% on last financial year
- Introducing a new service: Portable scooter hire in the UK in January 2011
- Helping to organise the successful 'Be Healthy, Be Active' day at West Quay Shopping Centre in partnership with West Quay Shopmobility
- Giving the office a 'facelift' with the help of the Community Payback team
- Raising nearly £2000 in fundraising and donations

Our Staff and Volunteer Team

The Shopmobility team consists of 12 volunteers and 3 paid staff members. There is a full time Co-ordinator, a part time Assistant Co-ordinator and a part time Office Administrator totalling 71.5 paid staff hours a week. Additionally there are 2 casual/bank staff who are employed to cover staff absences such as unforeseen illness. We have welcomed two new volunteers to the team this financial year.

The dedication and motivation of the staff and volunteers enables Shopmobility to achieve a high quality service. The unpaid work of volunteers averages around 50 hours a week. Without this additional resource the service would be unable to operate and as such they are our most highly valued resource. We seek to involve the volunteer team in all aspects of the service as well as providing regular training to ensure a high quality service is extended to all customers. The welcoming and committed service provided by the team is reflected in our customer feedback:

"The Bargate Shopmobility is perfect. Wonderful service from staff and easy parking. The staff cannot do enough to help you" Source: Customer Survey 2010/11

Many of our users gave up significant amounts of time this year to support the campaign to retain our funding. Users spent time attending meetings and forums, writing letters and answering surveys. Such was the strength of feeling that they formed a 'Shopmobility User Group' in order to represent their views.

The Shopmobility service is guided by the Shopmobility Steering group which has representation from our users, Southampton City Council and Southampton Action for Access. Mention must be given to the sad passing of long term steering group member Brian Chapman who was instrumental to the setting up of the service.

Our Service and Our Customers

Customer Feedback

Our bi-annual customer feedback survey took place in December 2010 and the results illustrated the high quality of service provided. Key results are listed below:

- 100% rated the quality of service received from staff and volunteers as 'Very Good' (95%) or 'Good' (5%)

- 89% of respondees said if City Shopmobility were not available in Southampton they would visit the city centre less frequently or not visit at all
- 71% of respondees said they visited the City Centre more frequently since using City Shopmobility than they did before they started using it
- 96% of respondees said if City Shopmobility were not available in Southampton it would effect their ability to live independently

Consultation into perceived 'duplication' of service with West Quay service

The SCC consultation into the perceived 'duplication' of services revealed a number of key points of difference and key impacts of service closure. These centred around:

- Access issues such as difficulties using lifts and car park barriers at West Quay Shopping Centre. These included parking difficulties around the size of car park bays, height restrictions on the car park and lack of parking bays in West Quay shopping centre.
- Safety/mental health issues such as West Quay Shopmobility being situated underground and being enclosed where users did not feel safe or felt claustrophobic and there was a lack of mobile phone signal
- Transport issues around difficulties accessing West Quay Shopmobility by public or community transport.
- Differences in services provided such as lack of a comparable long term loan service at West Quay Shopmobility and differences in service boundaries
- Loss of volunteers roles from closure – including roles for disabled volunteers
- Loss of income to the City Centre economy as many users expressed they would not, or could not, use the alternative of West Quay Shopmobility
- Customer choice: Many users felt they would not use West Quay Shopmobility by preference for reasons such as it being situated too far from the shops they used, feeling nervous or uncertain about using a different service or finding West Quay Shopping Centre too crowded or enclosed
- Users also expressed concerns around loss of relationships with City Shopmobility team members and the loss of a highly personalised service

The consultation took the form of an Open Forum event hosted at the Voluntary Action Centre, one on one interviews and a survey. Survey and open forum results were positive in favour of retaining the service and emphasising points of difference with the West Quay service. I have listed a few key results below:

Open Forum event:

- 100% of attendees to the open forum felt there would be issues that would prevent them accessing West Quay Shopmobility or enjoying the facilities in the same way of those at City Shopmobility
- The biggest issue for these respondents was necessity to use lifts, followed by location of service e.g. distance from bus stops
- 72% of attendees stated they would never use West Quay Shopmobility if City Shopmobility closed, and 23% said they would use it less than our service

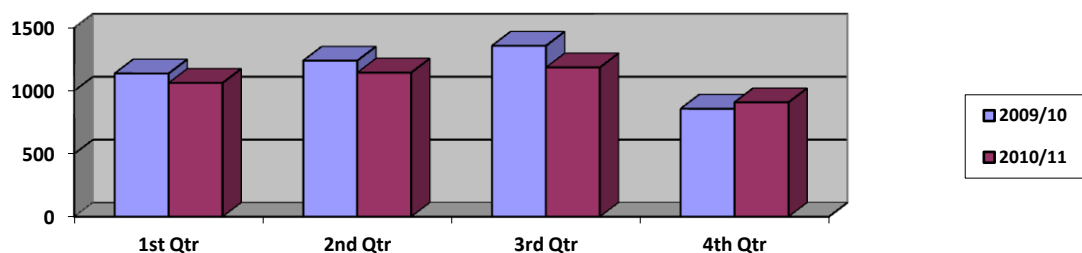
User Survey with 255 respondents:

- Rating of the City Shopmobility service was exceptionally high with 88% of the sample rating it as very good resulting in a mean score of 4.9 out of 5.
- All City Shopmobility members rated the service as at least good with 98% rating it as very good giving a mean of 4.97 - close to a perfect score.
- Respondents were given a list of services provided at City Shopmobility and were asked to say which were important to them: 'Friendly & helpful staff' and 'location of the office' were the top 2 mentioned aspects followed by 'access to shops and City centre facilities' and 'access from car park.'
- When asked to say which aspect is the most important 'location of the Shopmobility office' came out in first place with over half saying this.

The consultation process drew out some important points around the differences between the services. These conclusions led SCC to agree to retain the grant with a 15% reduction for 2011/12. More substantial reductions to the grant in future years are also anticipated, potentially at 35% for 2012/13 and 50% for 2013/14. With the support of our customers and local disability organisations we remain determined to rise to the challenge and are confident that together we will continue to keep this vital service going.

Usage Statistics for 2010-11

Daily Hire: The below graph illustrates the number daily hires of equipment that have taken place in each quarter of the financial year compared to last year.



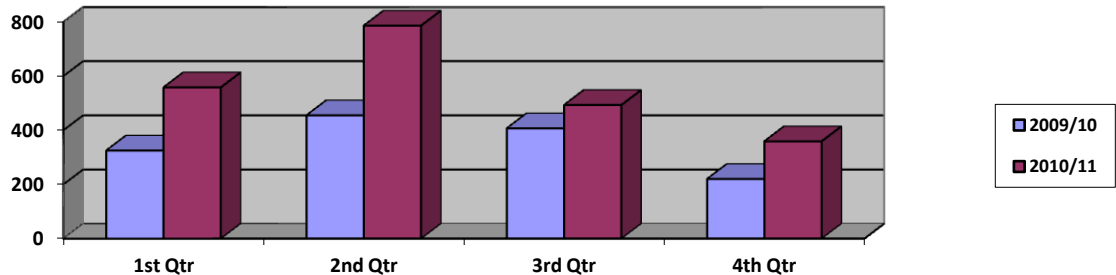
**Total Daily Hire 2009/10: 4573
4299**

Total Daily Hire 2010/11:

This is the hire of equipment to use on a daily basis in the city centre area. This graph illustrates that daily hire service use has dropped slightly by just under 6% in the year. A number of reasons may be behind this but the most likely of these being the economic climate. Other factors include rising inflation and the extreme weather conditions that had a large impact in December 2010 – traditionally our busiest month of the year. Other local Shopmobility schemes have reported similar falls in this aspect of service use over the year and the retail sector is experiencing similar pressures.

Extended Hire

The below graph illustrates the number of extended (long term) hires that have taken place. As the graph illustrates this aspect of serviced use has increased greatly this year. Overall this aspect of service use increased by 56% on last year. This could be due to the number of factors such as increased awareness of the service particularly increased web presence, decreased availability of wheelchairs from other sources such as the Red Cross and the growing cruise industry.



**Total Extended Hire 2009/10: 1407
2010/11: 2196**

Total Extended Hire

Total Hire 2009/10: 5980

Total Hire 2010/11: 6495

Overall our service use has increased by 8.5% which demonstrates the increased demand for the service even during difficult economic times. The service has registered 407 new customers in the financial year. This is 3.5% higher than last financial year and is encouraging for the future. Of these users 4% were from an ethnic minority background and we continue to promote the service to all sections of the community including those with short term mobility restrictions.

Working In Partnership

Shopmobility works in partnership with a number of other organisations for the benefit of its users. These include the National Federation of Shopmobility (NFSUK) the governing body for Shopmobility schemes who set out guidelines for standards and good practice. It also includes the Wessex Shopmobility group. This consists of 12 local Shopmobility schemes working together, sharing experience, good practice and new ideas. The Wessex group is the only Shopmobility group of its kind in the country that provides a shared membership scheme whereby if you join one scheme you become a member of them all, which is highly popular with users. This year the Wessex scheme completed its mobility scooter training DVD which encourages scooter safety. The group also met with Maria Miller – Minister for Disabled People.

Attendance at SVS Volunteer Coordinators forum and Disability and Older Person's forum are important networking tools. These help us keep in touch with voluntary sector colleagues and other groups working in the same area and garner information that is of value to our customers as well as promote the service. We have again undertaken a variety of publicity work this year including giving presentations, attending events and conducting mailouts. This has included publicity targeted at BME communities such as giving a presentation at the Roshni daycare centre for Asian elders and an article in AWAAZ newsletter aimed at the Muslim community

Again this year we have worked in partnership with Southampton Action for Access. This works helps us keep abreast of and contribute to access issues in the city as well as share information on other issues around disability in the city. We have also worked with West Quay Shopmobility to organise the annual 'Be Healthy, Be Active' information day which was very successful this year. Additionally we have worked closely with our vehicle maintenance suppliers Inspire Mobility who generously provide us with around £2500 worth of 'in kind' assistance each year. Again this year we have worked with the Southampton Boat Show to supply wheelchairs for the show and with Shirley Cabs to run our wheelchair delivery service

Fundraising and Donations

The service raised an additional £1888 this financial year to support its work. This was raised through a variety of measures including: A £500 grant from the Emmiliene Charitable Trust; In Shop raffles; In Shop collecting pot; In Memorium donations; Sale of donated items. With cuts to our Council grant this aspect of our work is going to become much more significant in years to come

Looking to the Future

As a service Shopmobility is currently facing a challenging future. Much of the next financial year will be spent exploring alternative funding sources ranging from grants to corporate sponsorship and community fundraising. This work is going to take up significant amounts of staff and volunteer time and it remains to be seen if there will be enough alternative funding in future years for us to sustain the service.

Despite these challenges we hope to continue to provide a vital, high quality service to those with mobility difficulties in Southampton, helping them access and enjoy the city centre. Through the dedication of our team and our service users this year we have overcome great challenges. We hope that this will provide us with the inspiration to ensure we raise additional funds to sustain the service in years to come. Our aim is to continue to provide the highest quality of personalised service to our users and thus enhance the lives of our service users, allowing them the freedom to enjoy their city centre. We are committed to ensuring that, whatever happens in future years we can continue to achieve this aim

Lilah Turtle
Shopmobility Coordinator

STREET HOMELESS PREVENTION TEAM

APRIL 2010 – MARCH 2011

Introduction

The Street Homeless Prevention Team (SHPT) is funded through the Government Homelessness Directorate Grant which is allocated to Southampton City Council and administered through the Homelessness Strategy Steering Group. The grant provides funding for innovative and creative ways of working with homeless people, covering a broad spectrum of homelessness related services. This enables SHPT to identify and meet gaps in services that are not currently funded by mainstream sources.

SHPT is managed by Southampton Voluntary Services and overseen by the Homelessness Strategy Steering Group. The Group are provided with quarterly monitoring reports to ensure that the service remains good value, effective and continues to respond to one of the City's most visible and marginalised groups of people. Targets have consistently been met or exceeded and over the 12 years of its operation the team have developed a flexible and client focused approach to its work whilst securing positive outcomes for its customers.

SHPT Objectives

- To meet and support individuals in Southampton who are street homeless or imminently at risk of street homelessness.
- To assist people who are sleeping rough to exit a street lifestyle by accessing appropriate services to meet their needs.
- To support individuals in the positive choices they make that prevent them from returning to the street.
- To reconnect people, where appropriate, to their local area so that they can access the most appropriate services to meet their needs.

The Changing Scene

It has become apparent, through the Team's monitoring and data collection, that the needs, age, and presenting issues of the people who enter the service are changing. Characteristically it used to be people between 30-45 years old that presented to the service, with majority from out of the area with no local connection and, at one time, street homelessness was the primary need through discord and eviction.

Now though trends have changed and:

- The age of people is getting younger with 51% of people under the age of 31.
- 66% of people are presenting as being at imminent risk of sleeping rough due to family/relationship breakdown, discord or eviction from rented accommodation due to arrears. The impact of the recession and unemployment is likely to further exacerbate these pressures.

- Peoples' needs are lower yet the risk they present can be higher i.e. because of anti-social behaviour often linked to poly drug use and /or binge drinking.

This changing scene could pose a problem for homelessness services in the future, which aren't necessarily set up to deal with this client group. Some adjustments will have to be made in the future to continue to accommodate people successfully and support them to work towards their independence.

Role of the Team

There are six key areas of work for SHPT:

- **Outreach** – Outreach has a proven track record in being able to locate people sleeping rough. The Team carry out outreach sessions twice weekly or more depending on the current street homelessness scene. SHPT rely on the positive relationships they have built with the Police, Park Wardens, Parking Services and the Public to inform them of street homelessness activity.

Building up trust and engagement with very complex individuals can take weeks or even months with the Team often trying to keep daily contact.

During the year the Team have built close working links with EU Welcome's Polish Workers and carry out joint outreach sessions with them to address the needs of Polish people who are sleeping rough and who have no recourse to public funds therefore being unable to access homelessness accommodation.

The numbers of people who are sleeping on the streets remain fairly static with an overall average of 4.

- **Day Centre Hostel Referral Sessions** – These daily sessions run from 9.30 a.m. – 11.30 a.m. from one of two Day Centres. This is the single route into homelessness services. Peoples' needs and presenting issues are assessed and it is up to the Team to make some difficult decisions about who should take priority for any Assessment Centre vacancies on any one day. It is not unusual for the Team to assess up to 20 people daily, with only one or two vacant beds so these sessions also provide other diversionary options such as referral to a worker to help them find private rented accommodation, returning home at another location and/or mediation to return to previous accommodation.

These sessions provide transparency, consistency and equal opportunities for people who need to access homelessness options and who do not fall within the City Council's priority needs order (Housing Act 1996, part 7, Homelessness Act 2002)

The Team have seen a 61% rise in the numbers of people regularly attending these sessions.

- **Risk of Eviction** – When people move into supported accommodation they can sometimes find it difficult to deal with the challenges and responsibilities placed upon them i.e. to attend key work sessions or pay their rent on time. SHPT manages the Risk of Eviction Scheme which provides both the supported accommodation provider and the service user with a neutral mediator to explore ways to resolve situations. Last year the Team were notified of 122 risks of eviction and prevented the eviction of 115 people thus minimising the revolving door syndrome for many people.
- **Referral Protocol** – Following a short period of assessment at the Assessment Centre (Patrick House) service users will have identified their needs and future plans with a decision as to whether they need to move on into intensive or life skills services accommodation. SHPT oversee the process of the application ensuring that referrals are of good quality and relevant to the service they are being referred to.
- **Working with people with multiple needs** – Within the Team there is a dedicated worker responsible for supporting people with entrenched, chaotic and challenging needs. These people characteristically fail to engage and get caught up in the ‘revolving door’ syndrome of sleeping rough, hostel, eviction, prison/hospital, sleeping rough. Some people have remained in this cycle for many years and require high levels of ongoing support to sustain a more settled way of life.
- **Volunteering and Befriending** – This aspect of the Team’s work provides people, with a homelessness/rough sleeping background, opportunities that they may take up through the support of a volunteer coordinator. There are many options for people to consider such as education, training and working towards employment. SHPT also operates several projects which provide the first steps in personal development and lies at the heart of people sustaining their accommodation. This also leads to a positive life style change conducive to a life away from the streets. We have been pleased to attract additional funding to support elements of this work including funding from Comic Relief and Saints in the Community.

The projects are as follows:

- **Football sessions** – a fortnightly session where people come together, work as a team, build self-confidence and develop a healthier life style through sport. The sessions culminate in an annual tournament where up to sixteen teams, from homelessness services, take part to win the coveted ‘Homelessness Partnership Shield’. The Tournament is funded by Saints in the Community and our continued thanks go to them for their support. Also present at the Tournament were the Health Kicks Team who provided general health M.O.T.’s and

chlamydia testing. This client group can be difficult to engage in health care related issues and this provided an excellent platform and opportunity for them to access vital healthcare information.

- **The Task Force** – provides community decorating projects for teams of volunteers to take part in. Volunteers are recruited through regular information sessions at the homeless day centres and supported accommodation. For many service users this is the first time they will have considered the skills they have and is a positive reinforcement of their capabilities that they may have forgotten during their transient years.
- **The Allotment Project** – Based in Sandhurst Road, the allotment project is usually worked on by several volunteers at any one time. The project not only provides service users with the opportunity to grow their own produce and encourage healthy eating but also provides the platform for some people to gain the skills they may need for future training, education and readiness for employment. The highlight was the participation of this project in the Eden project Places for Change garden at the Chelsea Flower Show last summer.
- **Befriending** – for some service users the move into their own permanent accommodation can feel daunting and leave them feeling vulnerable and isolated. It is to combat these issues that befrienders are trained and recruited. Befrienders offer a low level of support to assist service users to integrate into their local community. They provide a listening ear and often take service users out for coffee and also go on outings. Befrienders provide a vital link to the Team when things may look as if they are deteriorating and enable the Team to intervene to get things back on track.

The Past Year

Severe Weather Emergency Provision

With a year on year increase in the numbers of people seen either through outreach, hostel referral sessions or the risk of eviction scheme, the Team are now constantly working at their full capacity. The Team have some faced some additional tensions and challenges throughout the year, none more so than the extremely cold weather in November and December 2010. In agreement with SCC Housing Solutions, SHPT implemented the Severe Weather Emergency Provision (SWEP) on 24th November 2010 and it lasted until 3rd January 2011. Team members were heroic in battling through the snow to ensure they could continue to provide a service to vulnerable people during the extreme weather.

The guidance from Central Government is that the temperature must be below zero degrees for three nights or more and that people with no recourse to public funds should also be accommodated. In total there were 17 extra beds per night made available and a total of 47 people were accommodated

within the period of which 20 had no recourse to public funds. Our thanks go to Patrick House (Two Saints Ltd.), 10 Southampton Street (Society of St. James) and the Booth Centre (Salvation Army) for taking part so willingly in this emergency project.

Official Night Count

Southampton City Council requested a formal Night Count which was coordinated by SHPT and held on the 25th November 2010. The counting took place between 1.00 a.m. and 4.00 a.m. and was carried out by SHPT, SCC Housing Solutions Dept., City Councillors, Street Pastors and was overseen by an external verifier from Homeless Link. The Count was conducted according to Central government guidance and a total of 4 people were found. Another 2 people who would have been sleeping rough on this night were already being accommodated through the Severe Weather Emergency Provision which had been implemented the previous day. This was an excellent result for Southampton and made more so by the fact that SHPT had projected this result indicating that the Team's grasp of the street homelessness situation is accurate. Since the count two other Local Authorities have been to visit SHPT and Supporting People to learn more about the good practice of the Team and the homelessness model.

In Depth Profiling Exercise

2010 saw the beginning of the 2nd homelessness strategic review by Supporting People. Part of this review involved the Team coordinating an in depth profile of the people who, for whatever reason, are unable to move through the current homelessness model.

The profiling was carried out in partnership with other homeless providers and a team of 5 people, including SHPT, completed a total of 26 profiles. These were collated into a report to Supporting People who are currently looking at the options that may work for this complex and challenging group.

British Red Cross Partnership

The British Red Cross investigated the need to provide training to disadvantaged, excluded groups of people and following a visit to the Homelessness Partnership Tournament 2009 decided to provide taster sessions for homeless people. Following a couple of taster sessions they realised that their stereotypical view of homeless people had been challenged. They realised that homeless people bring many skills and abilities with them and decided to provide 'Save A Life' first aid training.

Throughout the year they have provided training to 55 people one of whom has contributed to saving someone's life. Another has gone on to be a first aider at events and another has continued training to become a first aid educator.

The British Red Cross also approached the volunteer coordinator to assist them to interview service users in a film promoting 'Save A Life' training for disadvantaged groups. This film was produced to compete for an

international Red Cross Award and was viewed by thousands of people when it was presented in London in March 2011.

Chelsea Flower Show

In November 2009 the Allotment Project jumped at the opportunity when it was invited to take part in the Chelsea Flower Show in May 2010. The Eden Project, in partnership with Homeless Link, planned the garden called 'Places of Change'. Many homelessness Organisations throughout the Country were given specific plants to grow as their contribution and instructions on how to maximise their success.

The SHPT volunteers grew dill, beetroot, turnips and calendula which were all transported to Chelsea Flower Show. The garden gained a Silver Award and the service users who took part were invited to Chelsea to see their garden. Through some generous donations from Bitterne United Reformed Church and a successful application for funding through the Supporting People personalisation budget meant that every volunteer that took part was able to go to Chelsea. Every volunteer that took part also achieved two Open College Network qualifications in 'Sowing and Growing' and 'Teamwork'.

The volunteers were delighted when a colleague made contact on her holiday to tell SHPT that she was at the Eden Project and one of the allotment volunteer's case histories, with his photo, was displayed as part of their Community Projects information. After Chelsea the volunteers were also invited to the Eden Project where they received a tailored day of education and information.

The Year Ahead

At the time of writing this report SVS has been made aware that funding for the whole team will not continue past June 2011. The support side of the Service will be moved into Southampton City Council Homelessness Unit and the volunteering aspect will no longer be funded as it is not seen as a critical part. It could be argued that it is the most critical part of the Service as it truly lies at the heart of someone's ability to maintain their accommodation, engage in learning and move towards employment.

The last 12 years that SHPT have been managed by SVS have seen some great and defining moments that have both shaped the homelessness services that people can expect to find in Southampton and supported many hundreds of people to access those services. It's been hailed as an example of good practice, not only in Southampton but in other areas of the Country. The Service has adapted to the changing needs of both the funders and the service users and informed strategic decisions for future planning. It has tirelessly looked at ways to maximise the potential for people to achieve their goals.

It's important to realise that SHPT targets, aims and vision have only been met through the highly skilled Team whose commitment and enthusiasm has driven the Service to be the success that it has. This success has only been

made possible within SVS which has enabled the Team to operate in a creative and innovative way with support and guidance and a genuine understanding of the need for this marginalised group of people to be acknowledged and included.

SHPT has been a service that could not have existed without strong and lasting partnerships with other Agencies. It's provided pathways and opportunities for street homeless people and we should recognise those partners for the contributions they have made in enabling SHPT to deliver the good quality service that it has.

Julie Marron
Team Leader

M.O.R.P.H.

APRIL 2010 – MARCH 2011

Background

M.O.R.P.H. was started in 2004 by Sue and Si following a desire to do something about the 6-month wait for drug-treatment. Back then it was quite normal to wait that length of time for treatment of any description, but even a 6 week is a too long in the life of an addict. In January 2004 things began with a weekly meeting, where we'd try to work out exactly what we could do to change the current situation.

Having run the Project voluntarily for the first couple of years, having to fundraise for anything that needed money, we were offered employment as User Involvement Officers by the City Council's Drug Action Team (DAT) – who oversee the city's drug treatment budget, commissioning and performance management of local drug services. However, we suggested that a better approach may be for them to commission what we were already providing – with SVS' support – as by now we'd secured funding to rent Seed Office space at the Voluntary Action Centre.

The DAT agreed, and after initially going down the route of becoming an independent charity, we ultimately felt things would be more secure for MORPH if we applied to become one of SVS' Projects – and come under their governance and public over sight. SVS agreed and up until 31st March 2011 SVS has received funding from the DAT to ensure we're paid and any project related costs are taken care of.

Nationally, we are often held up by the National Treatment Agency, alongside other user groups, as a model of good practice on how a user led project can retain independence and work within a safe framework, whilst working effectively with the DAT and other organisations.

What MORPH provide

Advocacy

Both MORPH Project Co-ordinators are experienced advocates trained by The Alliance, who are the nationally recognised experts in the field of drug related peer advocacy. We provide an Advocacy Service to help people experiencing problems with their treatment or any other aspect of their lives which is affected by drug use. We aim to get their voice[s] heard and try and ensure their needs are met be it a problem with their drug-worker; getting the right dose of Methadone or if they are worried about attending an appointment at the Jobcentre or Court.

Weekly Drop-in Meeting

MORPH's weekly meeting at SVS' Voluntary Action Centre became a Drop-in which provides an opportunity for people to come and see us with no need for an appointment, money for the phone, etc. We have held it on a Monday afternoon since we started in 2004 and rarely does a week go by without someone turning up. Some participants have gone on to paid employment, other volunteering and/or training opportunities following a period of Volunteering or Peer mentoring with the Project.

The **Drop-in** has a number of functions – primarily:

A feed-back mechanism

Some clients avoid complaining about the Services they're accessing – for fear they might be victimised or have a feeling they should be grateful for what help they *do* get. We are able to provide a link between those using the services and the Managers so any problems can be sorted out with no one having to worry it will come back to haunt them.

We are also able to gather the views of clients on specific issues and feed them back anonymously to managers and commissioners. It is important to consult with drug/service users and facilitate their needs/views being heard as drug trends and

treatments change thus enabling services to be responsive to the needs of their clients.

Peer-support

Many clients require extra support to help them make and maintain the changes necessary to facilitate recovery e.g. developing new social networks and/or drug-free activities/social lives – crucial for those wanting to leave a drug problem behind.

Peer support works very well for some – particularly on a 1:1 basis for those clients in the early stages of recovery and those who are returning to and trying to sustain independent living.

We offer a positive peer support mechanism to participants, based on a 'Social Model' of addiction, which encourages them to make informed choices, but in a less prescriptive way than the '12 Step/Fellowship Philosophy', which works to the 'Disease Model' of addiction and promotes total abstinence from all drugs, forever – which for some is neither safe, desirable, necessary or feasible.

Information

Information needs vary from peer mentoring/support, referrals, signposting or help accessing diversionary [drug-free] activities such as volunteering to a leaflet for a concerned parent about cannabis and anything and everything in between! Being based at SVS means we have access to huge amounts of information, experience and the knowledge of other projects whose client-groups can sometimes overlap.

Many people who use drugs problematically often haven't given much thought to the sheer amount of time drug addiction takes up – it can be a 24/7, 365 day a year occupation. Take that away and you've got a major gap in your life to fill which can leave people very vulnerable to relapse as it can involve changing your social networks, accommodation, money-management, daily-routine, sleeping pattern, etc.

We try to

- Support clients going through this process
- Bring this to the attention of the Drug Services
- Let people know about things already happening they can participate in
- Set up activities and taster sessions ourselves

Access to an Advocate/Project Worker

Clients can access an advocate in various ways: by calling in to the Drop-in, phoning us either by themselves or via a service or just coming in to see us. We felt it was important, for people's self esteem, if nothing else, that we were accessible to all, in a safe environment that doesn't imply they have a drug problem just by entering the building, and that we respond within a relatively short period of time.

Newsletter

Quite early on, we got passed a bad gear warning from Safe In Sound and decided the best way to convey these sorts of harm minimisation messages to on going drug users was to produce a free newsletter, *Morphin*, and distribute it as widely as possible. We're currently printing 1,500 a time and distribute them to Drug Services, Needle Exchanges, Individuals and Day Centers, as well as HMP Winchester – where they tell us each copy is read by at least prisoners. Any money needed for the production and mailing we raise ourselves as a service enhancement to that commissioned by the DAT.

e-Warning Poster system

We have also developed an e-warning system where we turn drug warning information into A4 poster format and email it out to as many services and projects as possible, who can then put them up in their waiting-rooms, include them in newsletters, etc, for clients to see and pass-on. Some of our latest warnings have included heroin contaminated by Anthrax, Botulism and Alprazolam.

Peer support

MORPH provide peer-support in a variety of ways

- Our drop in
- Service user forums
- 1:1 sessions
- Talks to prisoners
- Having ex users as volunteers
- Referring volunteers to The Bridge's Volunteer Programme
- Promoting SVS Volunteering Information Sessions
- The Morphin newsletter
- Specific sessions aimed at service users, developed alongside the Drug and Probation Services, including First Aid for drug users, Relapse and Overdose Prevention training and The New Road Focus Group

MORPH Sound Unit

Following a successful funding application for some musical instruments we've been running a fortnightly live music activity for those in treatment but at risk of relapse due to boredom. The activity has proved very popular and we have four regular members committed to trying to work out enough songs for a possible Benefit Gig to help pay for the rehearsal/storage fees.

We're hoping to put on a concert to commemorate International Remembrance Day on 21st July 2011, which was started in Germany by the mother of a drug user who died. Its aim is to remember all those who die through drug use, drug war policies or those simply caught in the crossfire. Last year we marked this by organising a free musical event, distributing 500 badges in the city, ensuring there were Books of Remembrance, providing explanatory leaflets and posters and held a simultaneous minute's silence at all the drug services. A small memorial service was also held which included a poem written by a prisoner at The Bridge drug service.

Prisons

We always wanted to try and improve things for the many people in prison for drug related offences, particularly HMP Winchester, as there's been very little rehabilitation in this respect. Our involvement has grown from collecting books for the prison library, to sending in newsletters, doing regular talks to inmates, providing advocacy, being on interview panels for detox workers and more recently, joining their Integrated Drug Treatment System (IDTS) Management Board, essentially the dovetailing of drug treatment both in and out of prison. We have also been representing drug using inmates on the South East Regional IDTS Steering Group since it was introduced three years ago, which oversees the implementation of IDTS in all the prisons in our region.

These talks have led to us being asked to co facilitate The Royal College of General Practitioners (RCGP) Prescribing in Secure Environments and Prescribing in the community (Pt.1) training. This training is aimed at those wanting to specialise in drug treatment and is aimed at any worker involved in IDTS, prison and community based GPs, governors, forensic psychologists, nurse prescribers, prison officers and healthcare support workers.

Over the last few months a national Offender Substance Misuse Board has been set up to oversee transition of prison drug treatment and aftercare from the Ministry of Justice to the Department of Health. We were recommended to represent the views of inmates/drug-service users.

Joint Working

We work closely with a number of agencies to ensure things improve for drug service users locally regionally and nationally, including the Southampton City Drug Action Team, National Treatment Agency, various drugs workers/services, Fire and Rescue Service, Children and Family Services, GPs, pharmacists, Parent Support Link and many more.

More recently, we've been concentrating on trying to reduce the number of drug related deaths in the City. Even though the numbers have fallen from 20 a few years ago to around 15, we feel this is still 15 too many. Statistics predict that given the population and demographics of our City we would have 9 deaths per year. We decided we may be able to have an impact on the numbers of people dying by teaching local drug/service users, and those who care for someone who uses drugs, basic Overdose (OD) Recognition and Response training. We contacted the Red Cross which led to a series of meetings and luckily coincided with a Red Cross initiative to get First Aid training to those who wouldn't otherwise get access to it but may well need it during their lifetime. The sessions have been really successful and so far we have co facilitated 10 sessions seeing 72 individuals.

This year we also co facilitated Hidden Harm Workshops (Hidden Harm being emotional and/or physical harm/neglect to those cared for by drug users) with the City Council, HPFT, CFS and the DAT, to help staff who are not drug workers, but come into contact with drug users (e.g. Health Visitors, Sure-Start workers, etc) better understand what to look out for thus ensuring an appropriate response and hopefully reducing the chance of at risk children slipping through the net.

Some other examples of MORPH joint-working include

- Drug-Related Death Group – multi agency meeting trying to learn from deaths and near-misses to reduce incidents. The group includes the Coroner, Public Health, DAT, Drug Services, etc.
- Personalisation – within drug treatment and aftercare. HPFT, SCC, HCC, Southampton and Hampshire DATs and NTA came together to run a pilot looking at personalised budgets for people accessing drug services. Having reached its conclusion recently, it was felt a lot was learned from it, some quite fundamental. Although the pilot has finished there has been a commitment to continue this agenda incorporating lessons learned.
- The Bridge/New Road – reviewing materials, documents and policies; interview panels; gathering client and volunteer feedback to discuss with management; advocacy; referral, etc
- First Aid for Overdose – in conjunction with the Red Cross, we delivered training to show people what first aid to do if someone overdoses between ringing an ambulance and it arriving.
- Blood-Borne Virus (BBV) – we are currently involved with an initiative to bring Hepatitis C Testing and/or Hep. A and B Vaccination to the drug Services as there is a huge drop out rate between diagnosis and presentation for treatment/vaccination.
- Southampton and Solent Universities – to deliver the user's perspective training to Medical, Mental Health, Criminology and Psychiatry students.

The Year Ahead

We aim to continue to represent the best interests of, and support, local people who use drugs; to reduce drug-related harm and/or death; to improve access to treatment; and to try to ensure the future stability of the project ensuring that drug users continue to be included in decisions affecting them.

In line with the National Drug Strategy and local agenda moving towards recovery and people moving on with their lives we are having to find ways to incorporate our existing work with the changing times. More specifically, we are seen as best placed to arrange, coordinate and co facilitate peer led support groups and ways for people to leave the drug scene behind them. This will involve varying amounts of discussion and joint work with people who use drugs/drug services, their carers, commissioners, drug services including the promotion of volunteering and those providing positive diversionary activities.

Whilst this will involve the ability to adapt to change, we feel we are well placed to get any necessary help or advice around this and have a clear idea of what's expected from us. Likewise we feel confident we will be able to deliver these new aspects to our Project without compromising our core beliefs.

We feel strongly there are ways out of drug dependence, however, in our experience, it must come from the individual first and no one ever knows which time really will be the right time. We are all unique and what works for one may not work for the next, so a range of skills and approaches is necessary for treatment to be a success.

The new coalition government has made it clear there will be major changes to the way drug services are commissioned, run and what is expected from them over the next couple of years. No one is really sure exactly how the new systems will work so everyone is braced for what is almost certainly going to be a quite radically different system.

Our own experiences have led us to believe drugs will always be with us in some form or other and education and treatment are a more realistic way forward. Coming into contact with Recovery Champions, those who've come out the other end of community drug treatment, is now seen as a crucial part of someone's drug treatment, to give them hope, as well as peer led education, support and groups.

Sue Tutton and Si Parry
Project Coordinators

SVS Membership List (as at August 2011)

22nd Southampton City Scouts Group
3rd Itchen North (Bitterne) Scout Group
424 (Southampton) Squadron Air Training Corps
AAIR Action Appeal
Abbeyfield U.K. Southampton
Above Bar Church
A-buzz Parent Forum
Action for Blind People
Action for Children
Advance Housing and Support
AFFECT (Action for Families Enduring Criminal Trauma)
Afro-Caribbean Youth & Gymnastics Foundation
Age Concern – Hampshire
Age Concern – Padwell Road Day Care Centre
Age Concern -Southampton
Age Concern -Southampton Drop-in-Centre Asian Elders
All in the Same Boat
Alzheimer's Society
Amalgamated Asian Association
Amazing Grace International
Art Asia Trust Limited
Arthritis Care
Artswork
ASBAH (Association for Spina Bifida & Hydrocephalus)
Aspire Community Enterprises (Southampton) Limited
Atlantic Housing Group Ltd
Aula De Espanol En Hampshire
Avenue Centre
Awaaz FM Community Radio
Azania Women's Forum
Babyloss
Bangladesh Jubo Shongo – Southampton
Bangladesh Welfare Association
Barnardo's Children's Rights Service (Southampton)
Baseline - Youth Inclusion Project
Bassett & Highfield Community Action Forum
Bassett, Highfield & Swaythling Community Action Forum
Bevois Social Club (James Street Sheltered Housing)
Bevois Town Community Pre-School
Bitterne Community Pre-School
Bitterne Local History Society
Bitterne Park Residents Association
Bitterne Village Play Scheme
Black and Ethnic Tenants Association
Black Heritage - Southampton Association
Blue Badge Network
Boys Brigade
Breathe Easy – Southampton

British Limbless Ex-Servicemen's Association (Southampton, Winchester & District Branch)
British Lung Foundation
British Retinitis Pigmentosa Society (Hampshire Branch)
Brook Pre-School
Brookvale Adolescent Service
BTC Rowing Club
BTCV (British Trust for Conservation Volunteers)
Cancer Care Society
Carers Together
Carr - Gomm Society Limited
Catch 22
Central Counselling and Training Service
Channel Isles & District Tenants and Residents Association
Chapter 1 Housing Association
Chinese Association of Southampton
Choices 4 Families
Choices Advocacy
Chrysalis
CIS'ters (Childhood Incest Survivors)
Citizens Advice Bureau - Southampton
City Centre Catholic Care
City Eye
City Life Education & Action for Refugees (CLEAR)
City Limits Employment
City Reach Youth Project
Coalporters Amateur Rowing Club
Community Play Link
Confederation of African Caribbean Organisations
Contact the Elderly
Contraception and Sexual Health Service
Coxford & District Youth Project
Cranstoun Drug Services
Crime Concern – 3D
Crime Concern - Mediation & Reparation Service
Crimestoppers
Cruse Bereavement Care - South Hants & Western Sussex Branch
Cultural Diversity Advisory Group (Media)
DAIN - Disability Advice And Information Network
Department For Social Responsibility -Diocese of Winchester
Diabetes UK, Southampton & District Group
Disability Awareness Group
Down To Earth Environmental Education Centre
Dreamwall Limited
Dyslexia Action
E
East Bassett Residents Association
Eastleigh Bereavement Service
Eastpoint Centre
Eating Disorders Carers Group

Empathy
Enham
Epilepsy Action - Southampton Branch
Fairbridge Solent
Fellowship Dialogue Society
Filipino Association of Southampton (FAS)
Firgrove Pregnancy and Post Abortion Centre
Fitrah Sips LTD
Flower Roads Residents & Tenants Association
FOSSTots
Four C's Care Group
Freemantle & Shirley Community Association
Freemantle and Shirley Amateur Theatrical Society
French Conversation Class
Friends of Morris House
Friends of Ropewalk Community Gardens
Friends Of Southampton Diving Academy
Friends of Southampton General Hospital
Friends of Southampton Old Cemetery
Friends of Southampton's Museums and Galleries
Friends of St James' Park
Friends of the Field
Gingerbread (Southampton)
Greek School and Youth Organisation
Groundswell
Guide Association - Southampton Central Division
Guide Association - Southampton Itchen Division
Guide Dogs for the Blind
Gurdwara Nanaksar
Hampshire & Isle of Wight Wildlife Trust
Hampshire & Wight Trust for Maritime Archaeology
Hampshire Advocacy / User Group for the Blind and Partially Sighted People
Hampshire Advocacy Regional Group
Hampshire against Fluoridation
Hampshire and IOW Youth Options
Hampshire Asbestos Support & Awareness Group
Hampshire Autistic Society – Fareham
Hampshire Autistic Society – Southampton
Hampshire Constabulary
Hampshire Friends with M.E.
Headway Southampton
Hearing Dogs for Deaf People
Hampshire Dyslexia Association
Hampshire Somali Community
Hampshire Family Mediation
Hampshire Scouts
Hamwic Speakers
Hamwic Housing Co-operative
Harefield Community Pre-School
Hampshire Wheelchair Sports Club

Hampshire Somali Welfare Association
Herbert Collins Estate Residents Association
Highfield After School Club
Highfield Residents Association
Holly Hill Neighbourhood Association
Holy Family Pre-School
Holyrood Estate Residents and Tenants Association
Homestart Eastleigh
Huntington's Disease Association
IBEX – The Churches Working with the Economy – Central South Coast
Independent Age
Indian Welfare and Cultural Association
Involve South East
Isizwe Sakwethu Cultural Promotions
Itchen South District Scout Campsite
Jamal Masjid Mosque
James Wiltshire Trust
Jubilee Sailing Trust
Juvenile Diabetes Research Foundation
Kanes Hill Gypsy & Traveller Play Project
Kasbia Knights – “Music for All Ears”
Kathakali – Indian Dance Drama Company
Keeping Pace with Pain
Kingsland Residents Associations
Kudos Employment
Learning & Skills Council Hampshire and Isle of Wight
Learning Links (Southern) Limited
Leukaemia Busters
Life Changes Counselling Service
Little Roo's
Lordshill Carers Group
Lordshill Community Association
Lordswood Residents and Community Association
Loretta Golden Oldies Club
Lupus UK (Hampshire) Ltd
Malayalee Association of Southampton
Manor Road Pre-School
Mansbridge Residents Association
Mayflower Theatre Trust Limited
Maytree Family Learning
Medaille Trust
MENCAP – Fareham
MENCAP – Southampton
Merry Oak Computer Club
Millbrook Christian Centre
Millbrook Local History Society
Millbrook Youth Bowling Club
MIND Floating Support
Motor Neurone Disease Association (Southampton & District)
Multiple Sclerosis Society

Muslim Council of Southampton
Naomi House
National Childbirth Trust (Southampton & District)
National Osteoporosis Society; Southampton & District Group
National Probation Service for England and Wales
National Society for Epilepsy
NBSP Community Group
NCH Action for Children - South East
NCH Play Project
New Community Network
New Dawn Centre
New Forest Mediation Service
New Forest, Southampton and South West Mediation
New Hope Rural Community Trust
New Pathways
Newtown & Nicholstown Community Care Group
Newtown Youth Centre
NM8 lite
No Limits (City Centre)
North West Bassett Residents' Association
Northam 521 Project (Youth)
Northam Community Link
Northam Tenants & Residents Association
NSPCC
Nuffield Theatre
Number 5, c/o Atlantic Housing
Oakmount Triangle Residents Association
Oaktree Pre-School
Oasis Academy
October Books
OK Parents (formerly Positive Parenting)
Old Bassett Residents Association
Open College Network South Central
Options Counselling Service
Ordnance Survey Holiday Play Scheme
OXFAM
Pakistani Welfare Association Southampton
Parent Support Link
Parish of Maybush
Parish of Swaythling
Parkinsons Disease Society - Southampton Branch
Patient & Public Involvement - Southampton University Hospitals NHS Trust
Patients Association
Peartots
Peartree Community Action Forum
Peartree Parent and Toddler Group
Percy Road Residents Association
Pipsqueaks Parent and Toddler Group
Plus You Limited (was Thornhill plus You)
Portswood Residents Gardens
Preset
Priestwood and Woodland Residents Group

Priory Road Community Group
Psoriasis Association -Southampton Branch
Quakers (Religious Society of Friends)
Queen Elizabeth II Activity Centre
Radio Lollipop
Ramblers Association -Southampton Group
Refugee Action
Regents Park Ladies Club
Relate Solent
Relief in Need Charity
Rethink (Southern Region)
RISE Community Development Limited
Rising Status LTD
Riverside Family Church
Riverside Pre-School
ROCC
Roshni Asian Elders Day Care Centre
Rotary Club of Southampton Magna
Rotary Club, Southampton
Royal National Institute for the Blind (RNIB)
Russian Speaking Community
S.C.R.A.T.C.H (Southampton City & Region Action To Combat Hardship)
S.O.S. Polonia
SACDA (Southampton Area Co-operative Development Agency)
SADSALAD (The Southampton and District Sports and Leisure Association
for Disabled)
Salvation Army - Shirley and Inner City Project
Samaritans (Southampton & District Branch)
SCA Community Care Services
Sector Mailing Services (Social Enterprise Centre and Training Organisation)
Shearwater Care Group
Shirley Family Contact Centre
Shirley Senior Citizens Club
Shirley Warren Baptist Church -Action Church
Shirley Warren Community Art Group
Shirley Warren Community Garden Project
Sholing Senior Citizens Club
Sholing Valley Study Centre Association
Sikh Community Youth Service
Sikh Ladies Circle
Simon Says
Singh Sabha Gurdwara (I.W .C.A.)
Society of St. James
Solent Credit Union
Solent MIND
Solent MIND Advocacy in Mind Project
Solent Youth Action
Somali Women, Children & Development Community Group
Sonus
Soroptimist International of Southampton and District

South Hampshire Humanists
Southampton Action for Access
Southampton Action for Employment (SAFE)
Southampton Advice & Representation Centre (S.A.R.C.)
Southampton Afghanistan community association
Southampton and Winchester Visitors Group
Southampton Anglo-German Society
Southampton Animal Concern
Southampton Area Playcare Co-operative Ltd
Southampton Area Talking Echo
Southampton Area Youth Involvement Trust
Southampton Aspergers Support Group
Southampton Books for Children Group
Southampton Branch of Back Care
Southampton Carers Together (formally Southampton Carers Association)
Southampton for independent Living (SCIL)
Southampton Childres's Play Association (SCPA)
Southampton Chinese Community Sunday School
Southampton City Centre Parish
Southampton City Libraries
Southampton City Museums Archaeological Society
Southampton City Scout District
Southampton Club for the Blind
Southampton Commons and Parks Protection Society
Southampton Community Family Trust
Southampton Council Tenants And Residents Federation
Southampton Counselling & Therapy Centre
Southampton Counselling Ltd
Southampton Cycling Campaign
Southampton District Woodcraft Folk
Southampton Diving Academy
Southampton East Ladies Support Group
Southampton Federation of Residents Associations
Southampton Film Theatre (Known as the Phoenix)
Southampton Foster Carers Association
Southampton Hebrew Congregation
Southampton Hockey Club
Southampton Hospital Broadcasting Association
Southampton Inter Faith Link
Southampton Life (Cares) Group
Southampton Mosque Trust
Southampton Natural History Society
Southampton Oakland Team and Recreational Sports Club
Southampton Pensioners Forum
Southampton Puja and Cultural Association
Southampton Rape Crisis & Sexual Abuse Counselling Service
Southampton Real Nappy Network
Southampton Reference Library
Southampton Rethink Carers Support Group
Southampton Scrapstore

Southampton Sight
Southampton Solent University
Southampton Somali Community Association
Southampton Special Purpose Workshop
Southampton Street Pastors
Southampton Sunday Lunch Project
Southampton Sustainability Forum
Southampton Tenants and Residents Silver Surfers (STARSS)
Southampton Twins & Super twins
Southampton University of the Third Age
Southampton Women's Aid
Southampton Working Women's Project
SOVA Wessex (Supporting Others Through Volunteer Action)
Spina Bifida & Hydrocephalus Association – Southampton
SSAFA - Soldiers, Sailors, Airmen and Families Association
St Denys Community Centre
St John Ambulance -Social Care
St Joseph & St Edmund's Roman Catholic Church
St Mark's CE Junior School
St Mark's Church - Woolston
St Mary's Community Festival
St Mary's Tenants and Residents Association
Stella Salta CIC
Sticky Fingers Pre-school
Stonham Housing Association
Stroke Ahead
Student Community Action -Southampton University
Supporters of the Warren Centre
Sustrans (Project Title Street Tread)
Swaythling Housing Society Limited
Swaythling Neighbourhood Centre
Swaythling Youth Project
SYNERGY
Team Phoenix Cheerleaders
Telling Everyone About Multiple Sclerosis (TEAMS)
The Art House Southampton Community Interest Company
The Butterfly FX
The Children's Society -Young Carers Initiative
The Door UK
The Environment Centre (Shannon Community Project)
The Federation of Southampton's Tenants and Residents Association
The Friends of Riverside Park
The Gate Christian Outreach
The Hampton Trust - Hampshire & IOW
The Harbour Counselling Service
The Jane Goodall Institute - UK
The Media Workshop
The Parish of Bitterne LEP
The Rainbow Centre for Conductive Education Ltd
The Rainbow Circle Association (Associatia Cercul Curcubeului)

The Rainbow Project
The Rose Road Association
The Rose Road Association Play Scheme
The Sanctuary
The Southampton Seafarers Centre
The Star Project
The Stroke Association
The Twilight Club
The Warren Centre
The Wayne Howard Trust
Thekchen Buddhist Centre
Third Age Centre
Thorner's
Thornhill Art Group
Thornhill Community Association
Thornhill Community Festival
Thornhill Health and Wellbeing Network
Thornhill Reducing Isolation Project (TRIP)
Thornhill Senior Citizens Club
Thornhill Youth Centre
Thrinjun Group
Tony Gibson Trust
Torch Trust for the Blind (Southampton)
Total Mind Relaxation
Totton & District Disabled Activity Centre
Townhill Park Community Association
Townhill Park, Bitterne Park & Midanbury CAF
Transition Southampton
Turkey Helping Association (TUYAD)
TWICS
UNITE
United Nations Association (Southampton Branch)
Unity 101 Community Radio
Urban Regeneration
Vedic Society Hindu Temple
Victim Support - Hants & IOW Witness Service
Victim Support -Hampshire & Isle of Wight
VITALISE
Volunteer Reading Help
Wessex Cancer Trust
Wessex Medical Trust
West Itchen Community Trust
Weston Adventure Playground
Weston Church Pre-School
Weston Church Youth Project
Weston Community Developments LTD
Weston Court Community Project
Wheatsheaf Trust
Who made your pants
Womens Environmental Network
Woodlands Community Team

Woolston and Weston Community Action Forum
Woolston Community Association
Woolston Community Pre-School 1&2
Workers' Educational Association - Southampton Branch
WRVS (Southampton)
WWF (World Wide Fund for Nature) Southampton
Wyndham Court Residents Association
YMCA
YMCA Fairthorne Group
Young Arthritis Care (Eastleigh)
Your Voice Advocacy
Youth and Families Matter
Youth Clubs -Hampshire and Isle of Wight

SVS STAFF TEAM

AUGUST 2011

Chief Executive and Company Secretary – Jo Ash

Through Main Line Tel: 023 8022 8291

Overall management responsibility for all aspects of SVS work and accountable to SVS Executive Committee for governance issues. Emergency key holder.

Lead areas

Strategic level links at national and regional level, Southampton Connect , Safe City Partnership, Safeguarding Adults Board, Local Safeguarding Childrens Board, Children and Young Peoples Trust, Children and Young Peoples Voluntary Organisations Alliance steering group Housing and Homelessness voluntary sector lead, lead CRB counter signatory.

Deputy Chief Executive – Phil Lee Tel 023 8021 6017

Deputises for Chief Executive in absence. Emergency key holder

Lead areas

Children and Young Peoples work including: Children and Young People's Alliance, workforce development, Children and Young People involvement and Safeguarding, Change Up consortium and implementation including commissioning and social enterprise network links, Team Leaders meetings. Support to external voluntary organisations regarding aspects of HR and CRB Umbrella service lead officer.

Voluntary Sector Support Team Development Workers

Adults & Learning and Skills– Auran Sood (p/t) Tel 023 8021 6013

Strategic lead on Older People and People with Disabilities and Learning and Skills. Facilitator for the Older Persons and Disability Network Forum, counter signatory with SVS CRB service, lead on PQASSO / NAVCA quality standards and Adult Safeguarding Policy.

Health Development Team Leader– Rob Kurn Tel 023 8021 6031

Strategic health related work including Health and Wellbeing partnership, public and patient involvement, Mental Health and Wellbeing Forum, Drug and Alcohol Reference Group, and offering support to health related groups. Also manages Safe in Sound project and host arrangements for Southampton LINK.

Small Groups and Volunteering Worker – Louise Evans (p/t) T 023 8021 6019

Funding information and training, involved in Big Local bid in Harefield estate/Townhill Park and parts of Midanbury, Volunteering Steps programme in Bitterne area, Governance support.

Volunteering Development Team Leader – Julie Marron (p/t) Tel 023 8021 6038

Volunteer Co-ordinators group, good practice advice around volunteering including CRB checks for volunteers, Do It implementation, Volunteer England Quality standard implementation, Volunteer Information Sessions, Volunteers Certificate scheme.

Volunteering Development Worker – Anna Hutchings (p/t) Tel 023 8021 6016

Volunteer Information Sessions, one to one volunteering support, Do It website, targeted recruitment campaigns, outreach events

Volunteering Development Worker – Karen Ringwald Tel 023 8021 6037

Volunteer Information Sessions, one to one volunteering support, Do It website, targeted recruitment campaigns, outreach events, development supported volunteering.

Development Internship – Cassy Quinn (p/t)

Marketing for SVS, training coordination.

Development Worker – Megan Marks (p/t)

Co-ordination on SVS Annual Report and Annual Review.

SLINK Development Worker – Roxane Kalidas (p/t)

SLINK Administrator – Debbie Sutton (p/t)

CRB service – Countersignatories – Jo Ash, Phil Lee, Auran Sood, Ant Douglas

SVS Services

Young Carers Project - Team Leader – Julie Marron Tel 023 8021 6038

Supports children and young people who have caring responsibilities within their family. Offers a range of support through school and community based provision.

Project workers: Anna Hutchings (p/t), Hannah Moss (p/t) (maternity leave), Kerrie Spooner (p/t), Jo Payne (p/t) and Suzanne Channer (p/t).

Family Projects Mainline for Team Tel 023 8021 6060

Team leader – Di Barnes Tel 023 8021 6040

Runs community based support groups with crèche facilities for families with children under 8 years with high health or social care needs and/or living in inadequate housing

Project workers: Debbie Connis (p/t), Sarah Baker (p/t), Teresa Cooke (p/t) (maternity leave), Jacqui Honeywell (with special responsibility for Christmas

Toy Appeal) (p/t), plus sessional playworkers.

MORPH – Simon Parry Tel 023 8021 6009, Sue Tutton Tel 023 8021 6004

Offers support, advocacy and self help groups to (ex) drug users in the city.

Safe In Sound – Rob Kurn / Anthony Douglas (p/t) Tel 023 8021 6031

Drugs and health related outreach to young people through clubs and venues.

Shopmobility – based at 7 Castle Way Southampton

Main service line and fax Tel 023 8063 1263

Team leader – Lilah Turtle Tel 023 8023 6003

Provides manual wheelchairs and electric scooters for hire to people with restricted mobility for use in the city centre. Provides vehicles at special events in the city and an extended hire service. Also offers a sighted guide service for people with visual impairments.

Office assistant: Richard Wilson-Smith (p/t). Plus sessional workers.

Administration

Finance & Business Controller – Jude Perrott Tel 023 8021 6024

Overall responsibility for SVS accounting, financial and administration functions. Contribute to overall organisational development including funding applications, income generation activity and overseeing general internal administration function. Facilitate development of new services and managing financial risk. Maintaining Companies House and Charity Commission filings. Oversee Health and Safety.

Admin/Reception Secretaries: Rowena Singh, Debbie Sutton (p/t), Joe Alford, (p/t) Caroline Webb (p/t) , Cassy Quinn (p/t) and Anthony Douglas (p/t), Victoria Smith (maternity leave)

Cleaner: Sue Vine (p/t)

Southampton Voluntary Services
(A Registered Charity and Company Limited by Guarantee)

Trustees Report and Financial Statements
For the Year Ended 31 March 2011

Charity number 1068350
Company number 3515397

Southampton Voluntary Services
(A Registered Charity and Company Limited by Guarantee)

Trustees Report and Financial Statements
for the year ended 31 March 2011

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Southampton Voluntary Services

Report of the Executive Committee for the year ended 31 March 2011

The Executive Committee presents its report and the audited financial statements for the year ended 31 March 2011.

Reference and administrative information

Charity name	Southampton Voluntary Services
Charity registration number	1068350
Company registration number	3515397
Registered office & operational address	Voluntary Action Centre Kingsland Square, St Mary Street Southampton, SO14 1NW

Executive Committee

The following have served in office between the start of the year (or date of appointment if later) and the date of this report:

R F Stubbs *	Chair
M W Treasure Jones *	Vice Chair
C F Warburg *	Honorary Treasurer, Chair of Finance sub-Committee

Cllr. A Samuels (nominated – SCC)	Resigned 5 May 2011
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Cllr. N Fitzgerald (nominated – SCC)	
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M J Carnegie

M J De-La Haye

P C Keeley*

S P Mantle*

A E T J Robinson

Resigned 2 June 2010

L E Slack

D G Wrighton

K Liles

Appointed 27 April 2011

Ex-officio representatives

In addition to the directors listed above the following are also invited to attend Executive Committee meetings as ex-officio representatives:

Dr G Watkinson

NHS Southampton

G Henderson

Probation Trust

* Denotes member of Finance Sub-committee

Company secretary

J Ash

Auditors

BDO LLP, Arcadia House, Maritime Walk, Ocean Village, Southampton SO14 3TL

Bankers

The Royal Bank of Scotland, 156 High Street, Southampton SO14 2NP

Cater Allen Private Bank, 9 Nelson Street, Bradford BD1 5AN

Standard Life Bank plc, Dundas House, 20 Brandon Street, Edinburgh EH3 5PP

Clydesdale Bank, Portsmouth FSC 1st Floor, Gunwharf House, Gunwharf Quays, Portsmouth, PO1 3TZ

Allied Irish Bank (GB), 14 The Avenue, Southampton, SO17 1XF

Solicitors

Paris Smith, No. 1 London Road, Southampton SO15 2AE

Southampton Voluntary Services

Report of the Executive Committee for the year ended 31 March 2011 (continued)

Our aims and objectives

Purposes and aims

SVS's purposes, our Charitable Objects, are stated in our Memorandum and Articles of Association and form the basis of our registration as a charity. These documents were prepared on incorporation in 1997 and two small amendments not affecting the Charitable Objects were made to the Articles of Association at the AGM in October 2007. Our Charitable Objects remain as set out in 1997, as follows:

"To promote any **charitable purposes** for the **benefit of the community** in the area of the administrative authorities comprising the historic county of Hampshire (including Portsmouth and Southampton) and in particular, the City of Southampton, and if the directors of the charity shall so decide, in any of the administrative authorities immediately adjoining, and in particular **the advancement of education, the protection of health and the relief of poverty, distress and sickness.**"

Ensuring our work delivers our aims

We review our aims, objectives and activities each year and normally carry out a comprehensive re-appraisal every three years in the preparation of our three year Forward Plan documents. The annual reviews look at what we achieved and the outcomes of our work in the previous twelve months. The review looks at the success of each key activity and the benefits they have brought to those groups of people we are set up to help. The review also helps us to ensure that our aims, objectives and activities remain focussed on our stated purposes. **We have paid due regard to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.**

The Charitable Objects are summarised in SVS's Vision, Organisational Values, Mission Statement and Key Aims which were reviewed during the year through discussion and consultation with SVS members, staff and volunteers, including the Executive Committee, but SVS decided that due to the unprecedented level of uncertainty this year that it would defer development of the next iteration of its Forward Plan for 12 months. However the Executive Committee reviewed and reaffirmed the key principles and purposes as set out in the Vision, Mission Statement and Key aims as set out in the current Forward Plan 2008-2011. It is the Executive Committee's intention to consult on and develop its next forward Plan during 2011-2012.

SVS's **Vision** is of "a city in which all people are inspired to make positive contributions to their communities".

SVS's **Organisational Values** are defined as:

- **Passion** – SVS believes voluntary action is built on the passion of people and communities to make a positive difference;
- **Inclusiveness** – SVS believes that the voluntary ethic is best upheld when organisations promote equality and diversity and are open, democratic, accessible and accountable to their users, members and the wider community;
- **Independence** – SVS will be a strong and independent voice for the sector, supporting best practice in autonomous organisations;
- **Innovation** – SVS will support organisational resourcefulness, flexibility and adaptability, through innovative, original ideas and creative solutions;
- **Partnership** – SVS is committed to positive partnership work to create shared thinking and find solutions to meet local needs.

The **Mission Statement** is that "SVS aims to support a vibrant voluntary and community sector with a strong voice and the best of support. SVS actively promotes voluntary action and the provision of essential services to vulnerable communities."

Southampton Voluntary Services

Report of the Executive Committee for the year ended 31 March 2011 (continued)

The focus of our work

Our main objectives for the year are summarised in our strapline, “Promoting Voluntary Action”, and in the eight **Key Aims** which are:

Voluntary Sector Support

- **Services and support** – SVS will promote the effectiveness of local voluntary and community groups by providing them with a range of services including access to practical facilities, such as meeting rooms, photocopiers and ICT equipment and more involved support through general and specialist advice and information including regular newsletters, website, training and funding advice;
- **Liaison** – as a focal point for the local voluntary and community sector in Southampton, SVS will encourage networking between individuals and groups within the sector, and between local groups and the statutory and private sectors. SVS will also help different communities to organise their own networking activity;
- **Representation** – with government encouraging involvement of voluntary and community groups in shaping and delivering services, SVS will enable the views of local groups to be represented strategically at local, regional and national levels;
- **Development work** – SVS will help identify gaps in service provision and work with groups to develop new and innovative services to meet these needs;
- **Strategic partnerships** – SVS will work in partnership with local government and other statutory agencies to shape and deliver services to meet city needs;
- **Promoting volunteering and voluntary action** – SVS will use its resources to promote volunteering in Southampton and to facilitate increased opportunity for voluntary action as an expression of active citizenship and civil society;

SVS Services

- **Quality Services** – SVS will deliver good quality services to meet the individual needs of vulnerable communities;

Governance

- **Governance and performance** – SVS will demonstrate best practice in governance by upholding the standards within the Good Governance Code for the Voluntary and Community Sector.

How our activities deliver public benefit

Our main activities and who we try to help are described in “who used and benefited from our services” and our achievements and performance in the year are assessed in the “summary review of the year”. **All our charitable activities are undertaken to further our charitable purposes, as embodied in our Charitable Objects, Vision and Mission Statement, for the public benefit.**

Who used and benefited from our services?

Our wide ranging Principal Activities are set out below together with the individuals and groups, mainly based within the city of Southampton, that benefit from these activities:

- **Voluntary Sector Support:** Informing, training, involving, representing, innovating and promoting the voluntary and community sector;
- **Promoting Volunteering and Voluntary Action:** Promoting volunteering and voluntary action to individual volunteers and organisations involving volunteers in their work;
- **Services to meet the needs of individuals:**
 - **Family Projects:** Groups for families with a child under 8 who have high social, emotional or health needs, live in temporary or inadequate housing and are not accessing other resources;
 - **morph:** A project of ex and on-going drug users committed to improving things for anyone still using drugs or trying to stop;
 - **Safe in Sound:** A voluntary project committed to raising awareness of the risks associated with substance use, reducing harm and promoting the health, safety and enjoyment of young people using local entertainment venues;
 - **Shopmobility:** Provision of wheelchairs and scooters to people with limited mobility and sighted guide service for visually impaired people enabling them to access the city centre and shop independently;

Southampton Voluntary Services

Report of the Executive Committee for the year ended 31 March 2011 (continued)

- **Street Homeless Prevention Team:** Reducing the level of street homelessness in Southampton and promoting positive life changes through volunteering;
- **Young Carers:** Work with children and young people under the age of 18 years whose lives are affected by caring for an unwell or disabled family member.

Summary review of the year

It is recognised that this remains a time of continuing and increasing uncertainty within our sector as set out in the “Financial review” below. However, SVS has continued to develop throughout the year on many fronts, focusing on securing the foundations for the difficult years ahead. The review below includes comments on our activity in the year, in which we set our theme as ‘**Adapting to Change**’.

We have prepared a summary “**Review of the Year**” which gives an overview of our activities for the year and a detailed “**Annual Report**” which reports in much greater depth on the work we have carried out to fulfil our objectives project by project. Both are available on request or from our website www.southamptonvs.org.uk.

Key highlights of the year included:

- Through difficult times SVS staying true to our values, visions and aims of **promoting voluntary action** and volunteering, providing **independent support** and a **voice for the voluntary sector**;
- Leading the successful bid for pump priming **Big Local** funding for Harefield, on behalf of the group of local agencies looking to work with local groups and people to develop capacity and opportunities in the area through a £1m Big Lottery funded 10 year programme;
- Strategic development work through the **Children and Young People’s Alliance** to support the sector to adapt to changes within Children Services and Learning Directorate and newly introduced Locality working arrangements;
- Completed the **final year of Capacity Builders** programme which included commissioning the development of a quality standards tool, providing two specifically commissioned training courses, ‘Demonstrating Outcomes’ and ‘Preparing Successful Bids for Statutory Contracts and Grants’, as well as sector support for Personalisation including the development of an information hub and bursary scheme;
- Review and update of our IT systems including installing a new server and rebuilding our **new website**. Additionally, the increase in targeted electronic based communication with our member organisations and updated factsheets and good practice guides
- Launch of the **Free Community Paint Scheme** for voluntary groups with business partners PPG Architectural Coatings and Carillion.
- Progressing the Southampton Volunteering Action Plan by organising a Valentines Day breakfast seminar aptly titled ‘**Doing It For Love**’, in partnership with Business Southampton, where colleagues from the voluntary, public and private sectors came together to share ideas surrounding how through increased corporate social responsibility and practical business engagement with the voluntary sector we can work together more effectively to tackle social issues and improve things for people in Southampton.

Other key themes of the year and continuing from the past year have revolved around increased uncertainty from:

- The increasing difficulty in securing funding;
- Lateness of decision making processes;
- The continual complexity of commissioning and tendering;
- Ever growing demand for services including from member organisations, new clients and over-stretched resources.

Southampton Voluntary Services

Report of the Executive Committee for the year ended 31 March 2011 (continued)

Major work in the year has included the following key issues:

Supporting the sector to adapt to change

- SVS actively participated in the major SCC **grants review** consultation process both hosting the joint meetings and also holding voluntary sector only discussions;
- As part the work with the Children and Young People's Alliance, progressing the **Workforce Development training programme**, including online services;
- Providing briefings and training sessions to support the sector to adapt to change in Government policy and embrace the **Big Society** concept;
- Conducted a **questionnaire to our member organisations** seeking their views of how we can best support them in the coming year and how we can help broker groups sharing resources or back office functions and facilities;
- **Providing a safe haven** in which organisations can address problems and issues and get independent information and guidance.
- Offering training and development opportunities including on volunteer management , use of social media , health and safety and first aid, independent examination of accounts , safeguarding , ISA and CRB, fundraising and writing funding bids.
- Provides the CRB umbrella service for a growing number of local groups.
- As partners of HIOW Community Foundation supported groups applying for Grassroots grants.

Providing a voice for the sector, locally and nationally

- Deputy Chief Executive, Phil Lee, was part of the NCVO Public Service network **delegation to meet the Prime Minister** to discuss the needs of the sector and impacts of the government policy and cuts;
- Coordinated, consulted and provided support for the sector on a **three year savings proposal** within Children's Services and Learning;
- Arranged a number of opportunities for the voluntary sector to directly **engage with key developments and people in the city**. These have included meeting with Bob Deans, Chief Executive of the PCT, Penny Furness Smith, SCC Executive Director of Health and Social Care, contributing to the Joint Strategic Needs Assessment and hosting a major 'Health Changes' conference.

Promoting and supporting volunteering in the City

- We have seen a **600% increase** in volunteering enquires over the last 4 years with a 4% increase this year;
- Supporting member organisations to update their volunteer opportunities, in line with the changing volunteer profile, and promote these opportunities through the tools such as the Do It website and Volunteering Information Sessions;
- As part of Southampton City Council's priority "**Getting the city working**" the Volunteering Development Team has been actively engaging those who are unemployed to take on volunteering to improve their work skills and enhance their C.V's, successfully placing **65 job seekers** into voluntary work;
- V-STEPS project exceeding all targets resulting in **25 parents becoming involved in voluntary activity**;
- Coordinating the **Volunteers Certificate Scheme** which recognises the contributions of hundreds of volunteers across the City.

SVS's Services have adapted to change and continued to serve some of the most vulnerable and disadvantaged people in the City in increasingly difficult times. All Projects have had to deal with funding issues but highlights of their work include:

- **Family Projects** reconfiguring groups, co-ordinating and delivering two Incredible Years Parenting courses that had a 80% completion rate;
- **MORPH** joining the Integrated Drug Treatment System Management Board at HMP Winchester, alongside delivering training to a wide range of professionals locally and nationally including GP's, drug workers and nurses;
-

Southampton Voluntary Services

Report of the Executive Committee for the year ended 31 March 2011 (continued)

- The registration of 407 new customers at **Shopmobility** which is an increase of 3.5% on last financial year and 100% satisfaction rates in an independent customers review ;
- The participation of the **Street Homeless Prevention Team** allotment project in the Eden project Places for Change garden at the Chelsea Flower Show last summer;
- The **Young Carers Project** supporting 173 young carers across the city, an increase on last year, whilst restructuring the project in line with new contractual obligations.
- **Safe in Sound**, a peer led outreach project for young people around substance misuse and risky behaviours won DoH funding to develop its work.

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

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

The role of Volunteers in our service provision

There is a substantial donation of volunteers' time and effort, with well over 100 volunteers engaged in the work of SVS and its projects during the year. At the time of the last annual Equal Opportunities snapshot survey 83 were currently active and on average these volunteers contribute a minimum of 4 hours weekly to their volunteering. The annual monetary value of their volunteering contribution at that point in time would be in excess of £232831 pa based on the national median hourly earnings rate as published in 2010 ASHE by National Statistics.

Financial review

Financial overview

This is an increasingly challenging time within our sector with major funding uncertainties, a turbulent external environment with wide ranging public expenditure reductions and the increasing impact of procurement and tendering. We continued to face uncertainty over parts of our income and to deal with late decisions over funding income, but we plan recognising that these are aspects of the environment in which we operate. In this context, **SVS achieved a satisfactory outcome for the year with a surplus in its unrestricted general fund of £30,884, excluding FRS17 adjustments.**

Our continued requirement to apply FRS 17 has resulted in a reduction of liability £106,000 (charge 2010: £26,000) for the Hampshire County Council ("HCC") Pension Fund net service cost (in addition to £16,966 (2010: £16,957) of normal contributions) and a gain of £50,000 relating to the actuarial gain on liabilities over actuarial gains on assets (2010: a charge of £102,000).

This significant volatility in our reported results caused by the application of this accounting standard is further commented on below under "FRS 17 – accounting for pensions". However, it is important to recognise that SVS's cash outflow in respect of pension contributions to the HCC Pension Fund amounted to £16,966 in the year to 31 March 2011 for the three remaining staff members in the scheme. Thus even though the application of FRS 17 gives rise to such large fluctuations in reported results, **the underlying cash cost to the organisation is stable.**

The remaining SVS staff are not admitted to the HCC superannuation scheme and have been offered stakeholder pensions since October 2001.

Southampton Voluntary Services

Report of the Executive Committee for the year ended 31 March 2011 (continued)

Financial overview (continued)

Restricted funding will by its nature involve situations where funds are received in one year and spent in a different year, resulting in situations where net surpluses or deficits arise. In the current year our total Voluntary Sector Support Team reserves increased by £51,983 (2010: £39,984), explained principally by funding for future work received late in the year.

Restricted reserves for SVS Services increased in the year by £45,333 (2010: £70,964), resulting from receiving some funding ahead of the associated expenditure and also from an effort across the Services to increase reserves, over time, to a more prudent level that reflects current risk and uncertainty. Our reserves policy is set out in more detail below.

The SVS Balance Sheet remains appropriate for an organisation of our size, with appropriate liquidity. The coming year and beyond will become increasingly challenging, with several funding streams being reduced or withdrawn completely.

There are no unreported incidents under the Charity Commission guidance on reporting of serious incidents.

FRS 17 - accounting for pensions

We have continued to apply FRS 17. The pension fund actuaries have calculated SVS's share of the fund deficit to be £303,000 (2010: £459,000). **We continue to consider that the existence of the current pension fund deficit has no impact on our ongoing activities.**

The actuaries advise that the disclosures under FRS 17 can change dramatically depending on stock market and bond market conditions and this leads to volatility in the level of the year end deficit or surplus. While the Charity Commission, through SORP 2005, require compliance with FRS 17 they also recognise that a pension fund surplus or deficit is of a different nature to a charity's other assets or liabilities and stipulate that the adoption of FRS 17 should have no impact on the level of free reserves and that instead a separate pension reserve is established.

Specifics

Total incoming resources amounted to £1,155,833 compared with £1,238,195 for 2010, a decrease of 7%. Total resources expended amounted to £917,554, a reduction of 20% compared with the previous year's figure of £1,147,394. Total funds at the year end amounted to £1,597,427 (2010: £1,309,148) which is made up as follows:

	2011	2010
	£	£
Restricted reserves - <i>held for future project expenditure</i>	538,804	437,409
Designated reserves - <i>set aside for VAC depreciation and for essential future operating expenses</i>	1,286,729	1,256,729
General reserves - <i>see below</i>	74,894	74,010
Pension reserve - <i>as discussed above</i>	(303,000)	(459,000)
Total funds	1,597,427	1,309,148

General reserves now stand at £74,894 (2010: £74,010). The increase of £884 comprises the unrestricted surplus of £30,884 before FRS 17 gains of £106,000 which are accounted within the Pension reserve movement, and the transfer of £30,000 to designated reserves. As shown below, general reserves are in the form of current assets (66%) and fixed assets (34%) which will be depreciated over future years:

	2011	2010
	£	£
Fixed assets	25,581	30,375
Current assets – free reserves	49,313	43,635
Total general reserves	74,894	74,010

Southampton Voluntary Services

Report of the Executive Committee for the year ended 31 March 2011 (continued)

Specifics (continued)

The Charity's free reserves may decrease significantly as future essential expenditure on fixed asset replacement becomes inevitable. Accordingly, these reserves are held principally to give some protection against future uncertainties and are not available for short-term expenditure.

Principal funding sources

Voluntary Sector Support and Promoting Volunteering and Voluntary Action are funded through a core grant from **Southampton City Council** (SCC) together with sizeable contributions from the local PCT, **NHS Southampton**, Capacity Builders (Change-Up) and various smaller funding streams, some of which also derive from SCC. The SVS Services are primarily funded through a mix of grants, contracts and charitable trusts.

Fundraising policy

Whilst SVS welcomes donations and in kind contributions from business and other supporters, especially with respect to our service delivery work to the public, SVS does not actively undertake fundraising from the general public to support its voluntary sector support work as this would be counterproductive to our aims and put us in competition with many of the voluntary and community groups that we seek to support. However we do seek grant support for voluntary sector support activities from appropriate national funding streams and charitable trusts. SVS Services maintain annual fundraising activities to enhance their basic services and these have been increased universally in the past year in response to the constraints of public funding.

Investment policy

The Executive Committee, having regard to the liquidity requirements of the charity and the reserves policy, have reviewed and operated a policy of keeping available funds in competitive interest bearing deposit accounts and seek to achieve a rate of deposit interest which matches or exceeds inflation as measured by the retail prices index.

The Executive Committee, mindful of public concern regarding the liquidity of banking institutions, periodically review the allocation of funds to individual banks and have, during the year, increased the number of banking institutions with whom the charity holds accounts from four to five. The Executive Committee believes that SVS would be eligible to receive compensation through the Financial Services Compensation Scheme on the failure of a UK registered bank, and considers that investment in five banks both minimises the risk of losing charitable funds and the risk of losing liquidity due to bank failure.

Reserves policy

The Executive Committee has examined SVS's requirements for reserves in light of the main risks to the organisation and in line with its policy to do so on an annual basis following detailed scrutiny and recommendations by its Finance sub-committee which is itself guided by the Charity Commission guidance on charity reserves. In light of the increased uncertainty around public sector funding the Executive committee have reviewed its position and feel that due to recent experience and the prevailing climate, a more prudent approach is currently required and that its policy should be strengthened so that the unrestricted funds and restricted project funds not committed or invested in tangible fixed assets held by the charity, should be at least 6 and if possible 12 months of the expenditure together with our best estimate of future capital expenditure in order to provide sufficient time to seek alternative funding or to properly wind down services if absolutely necessary in the event of loss of public sector funds.

The charity needs reserves to enable it to continue to operate as an ongoing concern. The Executive Committee consider the reserves held on the balance sheet to be at an adequate level, as set out further below, to meet their responsibilities and commitments, protect and advance its current activities.

Based on budgeted expenditure for the year commencing 1st April 2011, the target is for free reserves of between £75,000 and £150,000 in unrestricted funds and of between £375,000

Southampton Voluntary Services

Report of the Executive Committee for the year ended 31 March 2011 (continued)

Reserves policy (continued)

and £750,000 in restricted project funds. The reserves are needed to meet the working capital requirements of the charity and the Executive Committee are confident that at this level they would be able to continue in the short term the current activities of the charity in the event of a significant drop in funding.

The present level of free unrestricted reserves, being the unrestricted reserves excluding those represented by fixed assets and those held for designated purposes, is £49,313 which falls short of the target. However the Executive Committee is satisfied that the level of free reserves is acceptable having taken note of SVS's policy of increasing reserves together with the existence of certain designated reserves, and also recognising SVS's expected future capital expenditure. The present level of free restricted reserves, being restricted reserves excluding those represented by fixed assets, is £536,292. The Executive Committee has concluded that these reserves are adequate based on the SVS Projects' policy of increasing reserves. In the short term the Executive Committee has also considered the extent to which existing activities could be curtailed, should such action be required. In volatile financial circumstances, having adequate reserves has meant that we have been able to avoid issuing precautionary redundancy notices linked to SCC or other bodies grants and tendering outcomes.

Plans for future periods

This Report covers the final year of the SVS 3 year 2008-2011 Forward Plan which sets out our medium term objectives. It is available on our website www.southamptonvs.org.uk or on request. Our **key work programmes** for the period 2008-2011 are summarised as follows:

- i. **Services and support** - One to one work with groups; Training for groups & individuals; Library & equipment loan; Funder Finder & funding advice; Room hire; Events & workshops; and SVS information services.
- ii. **Liaison** - SVS Forums & Networks; Forums Link; Practitioner links; Presentations, awareness raising, joint events & conferences; and Links to Neighbourhood Partnerships & Management.
- iii. **Representation** - Forums; Steering Groups; Advocacy; Forums Link and electoral process for Voluntary and Community Sector (VCS) representatives; Input to RAISE, NCVO, NAVCA, Volunteering England & other sector bodies; and Implementation of Guidelines for Representation.
- iv. **Development work** - One to one work with groups; SVS information services; Research & highlighting gaps in provision & unmet needs; CRB umbrella service; Good practice guidance on policies & procedures; and Trustee Development Programme.
- v. **Strategic partnerships** - Support to VCS to achieve City of Southampton Strategy outcomes; Facilitate sector representatives on Southampton Partnership; Outreach widely in the city; and Implementation of Compact and Codes of Practice.
- vi. **Promoting volunteering and voluntary action** - Volunteer information sessions & outreach; Volunteer involvement in all areas of SVS work; Volunteer Co-ordinators Group good practice advice; Volunteers Certificate Scheme; Training & good practice advice; and Promoting active citizenship, social cohesion & civil society.
- vii. **Quality Services** - Service delivery to specified targets & relevant quality standards; Securing longer term funding / contracts; and User involvement in service delivery.
- viii. **Governance and performance** – Maintain Governance Code Principles; Expand ICT, database & web effectiveness; Develop SVS Communication & Marketing strategy; Harmonise HR terms & conditions; Maximise income opportunities; Develop Key Performance Indicators (KPIs) for SVS; Grow membership, review member pack & member services; and gain & continue to meet Quality Standard requirements.

SVS sees 2008-2011 as more likely to be a period of consolidation than of growth. Our aspiration is not to stand still but to build steadily from a strong and consolidated base. Opportunities to apply for **funding for additional work** are likely to arise and, where appropriate, SVS will seek out these opportunities in the areas of Small group support including in new and emerging communities; Procurement, contracting and tendering; Adult &

Southampton Voluntary Services

Report of the Executive Committee for the year ended 31 March 2011 (continued)

Plans for future periods (continued)

supported volunteering; Funding & financial management; ICT; Asset management; User and carer voice; Trustee development; Local neighbourhood focused outreach & development including Good Neighbour and Community Care Groups; and for further development at the Voluntary Action Centre. SVS will normally not seek to compete with member organisations, as to do so would undermine the sector we seek to serve. SVS will also consider Social Business opportunities, where appropriate.

Structure, governance and management

Governing document and member organisations

Southampton Voluntary Services (SVS) is a **charitable company** limited by guarantee. The company was established under a Memorandum of Association which stated the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are each required to contribute an amount not exceeding £1. There are currently over **471 members**, mainly voluntary and community organisations that operate in Southampton and the surrounding area.

Recruitment and Appointment of Executive Committee

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Executive Committee. Under the requirements of the Memorandum and Articles of Association the members of the Executive Committee are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting, at which time members also vote annually for the Chair, Vice Chair and Honorary Treasurer. There are two trustees who are Councillors nominated by Southampton City Council.

All members of the Executive Committee give their time voluntarily and received no benefits from the charity. Expenses reclaimed from the charity are set out in note 2 to the accounts.

The Executive Committee monitors the skill requirements for the trustee body and carries out periodic specific reviews of skills and sector experience. When additional trustees are required or a trustee retires, nominations for election are sought from member organisations and vacancies are filled by suitable co-options in the interregnum.

Trustee induction and training

New trustees receive a detailed induction pack (including the Memorandum and Articles, the latest financial statements and the Charity Commission's guide "the Essential Trustee") and have an induction meeting with the Chief Executive. Feedback from new trustees about their induction has been very positive. Additionally, new and existing trustees are invited and encouraged to attend the regular trustee training sessions available to trustees of all member organisations via the SVS Trustee Development Programme. An annual Financial Management briefing is provided for the whole Executive Committee. An active policy of ongoing trustee training has been adopted based upon Charity Commission guidance document CC60 "The Hallmarks of an Effective Charity". This has led to specific training activities including:

- Away Day development;
- Trustees taking a specific interest in the lead areas of development workers or being linked to project steering groups;
- Financial training; and specific briefings on relevant topical issues.

Risk management

The **Risk Assessment Report** is updated and reviewed annually by the Executive Committee, focusing on the major external and internal risks to which the charity is exposed. This is undertaken by a joint Executive and staff working group. The Charity Commission guidance is used to prepare and review the risk assessment.

The key risks identified in the 2010-11 risk assessment exercise were:

- changed political priorities from national and local government;

Risk management (continued)

Southampton Voluntary Services

Report of the Executive Committee for the year ended 31 March 2011 (continued)

- demographic and social changes with higher unemployment, high deprivation and an increasing strain on SVS's scarce resources including capacity to fully harness huge increase in volunteering enquiries;
- short-term initiatives, arrears / outcome funding, late signing of contracts, delayed payments and adequacy of reserves to meet obligations;
- the loss of a key contract from the increased pressures associated with tendering and procurement practices;
- the charity's financial planning being adversely impacted by funding uncertainties and the impact of the other key risks set out here.

The Executive Committee ensures, where appropriate, that systems or procedures are in place to mitigate the risks the charity faces as identified through the comprehensive risk review process, including both the key risks set out above and other lesser risks.

Organisational Structure and Governance

The organisational governance and management is headed up by an **Executive Committee** which meets ten times a year. The Executive Committee consists of elected trustees and non-voting ex-officio representatives from the Primary Care Trust, Social Services and Probation Services. The Executive Committee is responsible for the strategic management of all current work and for the oversight of development in line with its Vision, Mission Statement and Charitable Objects. At present the Committee has thirteen members from a variety of professional backgrounds relevant to the work of the charity. The Company Secretary also attends the Committee but has no voting rights. The Committee has adopted the Good Governance Code for the Voluntary and Community Sector.

The Executive Committee is supported by the **Finance sub-committee** who scrutinise the details of the management accounts, look at relevant financial issues and make recommendations to the full Executive Committee, including in respect of the Executive Committee's annual review of financial policies. This Committee also communicate with SVS's external Auditor and make recommendations in respect of the external Auditor appointment, reporting back to the Executive Committee; receiving an unqualified audit opinion from a reputable audit firm is a key ongoing priority. The work of the Finance sub-committee includes an annual review of the Charity Commission internal financial control self-checklist for charities.

The day to day **management** of the organisation is delegated to the Chief Executive, Ms Jo Ash, who reports regularly to the Executive Committee and is also the Company Secretary. Line management arrangements through team leaders are in place as is regular supervision for staff and volunteers as well as an annual Joint Progress Review process

Related parties

The relationships between the charity and related parties, together with details of any related party disclosures, are set out in note 2 to the financial statements.

Auditors

BDO LLP were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

Southampton Voluntary Services

Report of the Executive Committee for the year ended 31 March 2011 (continued)

Statement of Trustees' responsibilities

The Trustees are responsible for preparing the Annual Report and the financial statements in accordance with the Companies Act 2006 and for being satisfied that the financial statements give a true and fair view. The Trustees are also responsible for preparing the financial statements in accordance with United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that show and explain the charity's transactions, disclose with reasonable accuracy at any time the financial position of the charity, and enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Financial statements are published on the charity's website in accordance with legislation in the United Kingdom governing the preparation and dissemination of financial statements, which may vary from legislation in other jurisdictions. The maintenance and integrity of the charity's website is the responsibility of the Trustees. The Trustees' responsibility also extends to the ongoing integrity of the financial statements contained therein.

Members of the Executive Committee

Members of the Executive Committee, who are directors for the purpose of company law and trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 1.

In accordance with company law, as the company's directors, we certify that:

- so far as we are aware, there is no relevant audit information of which the company's auditors are unaware; and
- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

This report has been prepared in accordance with the Statement of Recommended Practice: "Accounting and Reporting by Charities" (issued in March 2005) and in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the Executive Committee on 20 July 2011 and signed on its behalf by:

R F Stubbs
Chair

C F Warburg
Treasurer

Southampton Voluntary Services

Independent auditors report to the members of Southampton Voluntary Services

We have audited the financial statements of Southampton Voluntary Services for the year ended 31 March 2011 which comprise the Statement of Financial Activities, the summary Income and Expenditure Account, the Balance Sheet, the Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

As explained more fully in the Trustee's Responsibilities Statement (set out on page 12), the trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

A description of the scope of an audit of financial statements is provided on the APB's website at www.frc.org.uk/apb/scope/private.cfm.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2011 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the Companies Act 2006;

Opinion on other matters prescribed by the Companies Act 2006

In our opinion the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matter where the Companies Act 2006 required us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or

Southampton Voluntary Services

Independent auditors report to the members of Southampton Voluntary Services

- we have not received all the information and explanation we require for our audit.

Mr Paul Bricknell, Senior Statutory Auditor
for and on behalf of BDO LLP, Statutory Auditor
Southampton
United Kingdom
Date:

BDO LLP is a limited liability partnership registered in England and Wales (with registered number OC305127)

Southampton Voluntary Services
Statement of Financial Activities (including Income & Expenditure Account)
for the year ended 31 March 2011

	Note	Unrestricted funds 2011 £	Restricted funds 2011 £	Total funds 2011 £	Total funds 2010 £
Incoming resources					
<i>Incoming resources from charitable activities</i>	10	184,330	966,015	1,150,345	1,230,508
<i>Incoming resources from generated funds:</i>					
Voluntary income		-	-	-	1,183
Investment income	11	5,488	-	5,488	6,504
		5,488	-	5,488	7,687
Total incoming resources		189,818	966,015	1,155,833	1,238,195
Resources expended					
<i>Charitable activities:</i>					
<i>General expenditure</i>	12	115,598	864,620	980,218	1,078,487
<i>Pension scheme net service cost</i>	3i	(106,000)	-	(106,000)	26,000
<i>Charitable activities expenditure</i>		9,598	864,620	874,218	1,104,487
<i>Governance costs</i>		43,336	-	43,336	42,907
Total resources expended		52,934	864,620	917,554	1,147,394
Net income / (expenditure) before other recognised gains and losses		136,884	101,395	238,279	90,801
Other recognised gains and losses					
<i>Actuarial gains/(losses) on defined benefit pension schemes</i>	3m	50,000	-	50,000	(102,000)
Net movement in funds		186,884	101,395	288,279	(11,199)
<i>Reconciliation of funds</i>					
Total funds brought forward		871,739	437,409	1,309,148	1,320,347
Total funds carried forward	13, 14	1,058,623	538,804	1,597,427	1,309,148

The notes on pages 17 to 25, incorporating the Accounting Policies on pages 17 to 18, form part of these accounts.

The Statement of Financial Activities includes all gains and losses recognised in the year.

All amounts relate to continuing activities.

Southampton Voluntary Services
Balance Sheet as at 31 March 2011

	Note	2011 £	2010 £
Fixed assets			
Tangible assets	4	896,864	929,152
Current assets			
Debtors	5	160,586	204,839
Cash at bank and in hand		877,303	697,723
		1,037,889	902,562
Liabilities			
Creditors: amounts falling due within one year	6	34,326	63,566
Net current assets		1,003,563	838,996
Total assets less current liabilities and Net assets excluding pension liability		1,900,427	1,768,148
Defined benefit pension scheme liability	3h	303,000	459,000
Net assets including pension liability		1,597,427	1,309,148
The funds of the charity			
Restricted funds	14	538,804	437,409
Unrestricted funds:			
Designated	13	1,286,729	1,256,729
General	13	74,894	74,010
Unrestricted income funds excluding pension reserve		1,361,623	1,330,739
Pension reserve	3h, 13	(303,000)	(459,000)
Total unrestricted funds	13	1,058,623	871,739
Total charity funds		1,597,427	1,309,148

The notes on pages 17 to 25, incorporating the Accounting Policies on pages 17 to 18, form part of these accounts.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and the Financial Reporting Standard for Smaller Entities (effective April 2008).

These financial statements were approved by the Board on 20 July 2011 and were signed on its behalf by:

R F Stubbs

C F Warburg

Southampton Voluntary Services

Notes to the Financial Statements for the year ended 31 March 2011

1 Accounting policies

1(a) Basis of preparation

The financial statements have been prepared under the historic cost convention, and in accordance with the Statement of Recommended Practice – “Accounting and Reporting by Charities” (SORP 2005) issued in March 2005, the Financial Reporting Standard for Smaller Entities (effective April 2008) and the provisions applicable to companies subject to the small companies’ regime. The principal accounting policies adopted in the preparation of the financial statements are set out below.

As the company is a charity, the wording of the statutory formats required by the Companies Act 2006 has been appropriately amended in order to give a true and fair view.

1(b) Funds structure

Funds held by the charity are either:

- Unrestricted general funds - these are funds which can be used in accordance with the objects at the discretion of the trustees;
- Designated funds - these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects; or
- Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are given for particular restricted purposes.

Further explanation of the nature and purpose of funds is included in the notes below.

1(c) Incoming resources

Income from charitable activities includes income received under grants, contracts and service level agreements.

Incoming resources are recognised when the charity’s entitlement to the resources is confirmed, there is certainty of the resources being received and they can be measured with reliability.

1(d) Resources expended – direct charitable, governance and support costs

Expenditure is recognised on an accruals basis.

Most expenditure is directly categorised as either expenditure on charitable activities or costs of governance. Where expenditure cannot be directly categorised a proportion of the expenditure is allocated to governance on the basis of the usage of the resources concerned.

Governance costs include those incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements. These include costs associated with trustees meetings, production of the detailed annual report and audit fees.

The benefit of this direct categorisation of resources expended is that there is no unallocated expenditure or ‘support costs’ as defined by SORP 2005.

1(e) Tangible fixed assets

Tangible fixed assets are depreciated on a straight line basis over their estimated useful lives as follows:

Asset category	Useful life
Voluntary Action Centre (VAC) – leasehold premises	40 years
Office & project equipment	5 - 20 years
Computer equipment	2 years

1(f) Pensions

The defined benefit pension scheme has been accounted for in accordance with SORP 2005 and FRS 17 on Retirement Benefits.

Southampton Voluntary Services

Notes to the Financial Statements for the year ended 31 March 2011

1(g) Flow through funding

The charity deals with the onward payment of salary and other costs on behalf of some other organisations. These sums are excluded from both incoming and expended resources on the basis that they do not represent incoming or expended resources for the charity itself. The amount of flow through incoming and outgoing funds during the year were £3,619 (2010: £142) and £0 (2010: £1,397) respectively and the funding held at the year end was £21,634 (2010: £18,015).

2 Related party disclosures

2(a) Control of the charity

Throughout the year, the charity was controlled ultimately by its members who meet annually at the Annual General Meeting. The directors elected by the members govern the affairs of the charitable company between Annual General Meetings.

2(b) Directors / trustees remuneration and expenses

No remuneration was paid to any directors / trustees in the year and no director / trustee waived the right to any remuneration in the year. No Trustee expenses have been reimbursed this year (2010: £86).

2(c) Other related party transactions

Transactions with the directors / trustees directly are set out above. Apart from that, some members of the Executive Committee are involved in other organisations which naturally interact with Southampton Voluntary Services including nominated representatives of SCC as shown on page 1. However, any goods, grants or services received or supplied are on normal terms and conditions. Neither the members concerned nor Southampton Voluntary Services receive any material pecuniary advantage from any such relationships.

3 Pensions

Three of the permanent employees of this charity are members of the Hampshire County Council pension fund. This is a contributory defined benefit pension scheme. The detailed disclosures in connection with this fund required by FRS 17 are given below, and the impact of including FRS 17 in these accounts is commented on in the Trustees Report.

The remaining SVS staff are not admitted to the HCC scheme and have been offered stakeholder pensions since October 2001. Since April 2009 staff have been offered the opportunity to benefit from matched pension contribution funding whereby SVS match employee contributions to the stakeholder scheme up to 3% pa.

FRS 17 disclosures

3(a) Introduction

The disclosures below relate to the funded liabilities within the Hampshire County Council Pension Fund (the Fund) which is part of the Local Government Pension Scheme. Southampton Voluntary Services participates in the Fund which provides defined benefits, based on members' final pensionable salary. In accordance with Financial Reporting Standard No.17 - Retirement Benefits (FRS 17) disclosure of certain information concerning assets, liabilities, income and expenditure relating to pension schemes is required.

3(b) Contributions for the accounting period ending 31 March 2012

The Employer's regular contributions to the Fund for the accounting period ending 31 March 2012 are estimated to be £16.5k. In addition, Strain on Fund Contributions may be required.

3(c) Assumptions

The latest actuarial valuation of Southampton Voluntary Services' liabilities took place as at 31 March 2011. The principal assumptions used by the independent qualified actuaries in updating the latest valuation of the Fund for FRS17 purposes were:

Southampton Voluntary Services

Notes to the Financial Statements for the year ended 31 March 2011

3 Pensions (continued)

3(d) Principal financial assumptions (% per annum)

	2011	2010	2009
Discount rate	5.5	5.5	6.5
RPI Inflation	3.7	3.9	3.6
CPI Inflation	2.8	N/A	N/A
Rate of increase to pensions in payment	2.8	3.9	3.6
Rate of increase to deferred pensions	2.8	3.9	3.6
Rate of general increase in salaries	5.2	5.4	5.1

3(e) Principal demographic assumptions

Post retirement mortality

Males

	2011	2010
Year of birth table	Standard SAPS Normal Health Light Amounts	PNMAOO with allowance for MC Improvement factors to 2007
Rating to above base table * (years)	0	0
Scaling to above base table rates	100%	110%
Cohort improvement factors (from 2007)	-	80% of LC
CMI 2009 with a long term rate of improvement	1.25%	1.25%
Future lifetime from age 65 (aged 65 at accounting date)	23.8	22.3
Future lifetime from age 65 (aged 45 at accounting date)	25.6	24.7

Females

Year of birth table		
Rating to above base table * (years)	0	0
Scaling to above base table rates	110%	110%
Cohort improvement factors (from 2007)	-	60% of LC
CMI 2009 with a long term rate of improvement	1.25%	1.25%
Future lifetime from age 65 (aged 65 at accounting date)	24.8	24.3
Future lifetime from age 65 (aged 45 at accounting date)	26.7	26.5

3(f) Commutation

Each member assumed to exchange 25% of the maximum amount permitted of their past service pension rights on retirement, for additional lump sum. Each member assumed to exchange 75% of the maximum amount permitted of their future service pension rights on retirement, for additional lump sum.

2010 -Each member assumed to exchange 25% of the maximum amount permitted of their pre 1 April 2008 pension entitlements. Each member assumed to exchange 75% of the maximum amount permitted of their post 31 March 2008 pension entitlements.

3(g) Expected returns on assets

The approximate split of assets for the Fund as a whole (based on data supplied by the Fund Administering Authority) is shown in the table below. Also shown are the assumed rates of return adopted by the Employer for the purposes of FRS17.

	Asset split %			Long-term expected %pa rate of return		
	2011	2010	2009	2011	2010	2009
Equities	63.4	61.3	55.2	8.4	8.0	7.0
Property	7.3	6.1	7.3	7.9	8.5	6.0
Government bonds	23.3	24.4	27.4	4.4	4.5	4.0
Corporate bonds	1.7	2.4	3.9	5.1	5.5	5.8
Cash	4.3	5.8	6.2	1.5	0.7	1.6
Other	0.0	0.0	0.0	8.4	8.0	1.6
Total	100.0	100.0	100.0	7.1	6.7	5.7

Southampton Voluntary Services

Notes to the Financial Statements for the year ended 31 March 2011

3 Pensions (continued)

Narrative description of the basis used to determine expected return

Southampton Voluntary Services employs a building block approach in determining the rate of return on Fund assets. Historical markets are studied and assets with higher volatility are assumed to generate higher returns consistent with widely accepted capital market principles. The assumed rate of return on each asset class is set out within this note. The overall expected rate of return on assets is then derived by aggregating the expected return for each asset class over the actual asset allocation for the Fund at 31 March 2011.

3(h) Reconciliation of funded status to balance sheet

	2011 £000	2010 £000	2009 £000
Notional value of assets	641	755	570
Present value of liabilities	944	1,214	901
Net pension (liability)/asset	<u>(303)</u>	<u>(459)</u>	<u>(331)</u>

3(i) Analysis of Income and Expenditure / Profit and Loss charge

	2011 £000	2010 £000
Current service cost	22	17
Past service cost	(122)	0
Interest cost	61	58
Expected return on assets	(50)	(32)
Curtailment cost	0	0
Settlement cost	0	0
Expense recognised	<u>(89)</u>	<u>43</u>
Expense recognised in:		
Charitable activities – general expenditure	17	17
Charitable activities – pension scheme net service cost	(106)	26
	<u>(89)</u>	<u>43</u>

3(j) Changes to the present value of liabilities during the accounting period

	2011 £000	2010 £000
Opening present value of liabilities	1,214	901
Current service cost	22	17
Interest cost	61	58
Contributions by participants	6	6
Actuarial losses on liabilities	(205)	259
Net benefits paid out	(32)	(27)
Past service cost	(122)	0
Net increase in liabilities from disposals and acquisitions / curtailments / settlements	0	0
Closing present value of liabilities	<u>944</u>	<u>1,214</u>

3(k) Changes to the fair value of assets during the accounting period

	2011 £000	2010 £000
Opening fair value of assets	755	570
Expected return on assets	50	32
Actuarial (losses)/gains on assets	(155)	157
Contributions by the employer	17	17
Contributions by participants	6	6
Net benefits paid out	(32)	(27)
Net increase in assets from disposal and acquisitions / settlements	0	0
Closing fair value of assets	<u>641</u>	<u>755</u>

Southampton Voluntary Services

Notes to the Financial Statements for the year ended 31 March 2011

3 Pensions (continued)

3(l) Actual return on assets

	2011	2010
	£000	£000
Expected return on assets	50	32
Actuarial gain / (loss) on assets	(155)	157
Actual return on assets	<u>(105)</u>	<u>189</u>

3(m) Analysis of amount recognised in Statement of Total Recognised Gains & Losses

	2011	2010
	£000	£000
Total actuarial gains / (losses)	50	(102)
Total gain / (loss) in STRGL	50	(102)

3(n) History of asset values, present value of liabilities and surplus / (deficit)*

	2011	2010	2009	2008	2007
	£000	£000	£000	£000	£000
Fair value of assets	641	755	570	691	639
Present value of liabilities	944	1,214	901	772	863
Surplus / (deficit)	<u>(303)</u>	<u>(459)</u>	<u>(331)</u>	<u>(81)</u>	<u>(224)</u>

3(o) History of experience gains and losses

	2011	2010	2009	2008	2007
Experience gains/(losses) on assets:					
- amount	(155)	157	(190)	(15)	(1)
- % of assets	-24.2	20.7	(33.3)	(2.2)	(0.1)
Experience gains/(losses) on liabilities:					
- amount	163	3	(1)	15	(1)
- % of the present value of the liabilities	17.3	0.2	(0.1)	1.9	(0.1)

4 Tangible fixed assets

	Leasehold Voluntary Action Centre £	Office & project equipment £	Computer equipment £	Total £
Cost:				
As at 1 April 2010	1,061,093	143,452	101,676	1,306,221
Additions	-	1,000	-	1,000
As at 31 March 2011	<u>1,061,093</u>	<u>144,452</u>	<u>101,676</u>	<u>1,307,221</u>
Depreciation:				
As at 1 April 2010	165,796	112,122	99,151	377,069
Charged in the year	26,526	4,237	2,525	33,288
As at 31 March 2011	<u>192,322</u>	<u>116,359</u>	<u>101,676</u>	<u>410,357</u>
Net book value:				
As at 1 April 2010	895,297	31,330	2,525	929,152
As at 31 March 2011	<u>868,771</u>	<u>28,093</u>	<u>-</u>	<u>896,864</u>

All fixed assets are held at historic cost

Southampton Voluntary Services
Notes to the Financial Statements for the year ended 31 March 2011

5 Debtors

	2011	2010
	£	£
Grants receivable	153,095	201,077
Other debtors	7,491	3,762
	<u>160,586</u>	<u>204,839</u>

All amounts are due within one year from the balance sheet date.

6 Creditors: amounts falling due within one year

	2011	2010
	£	£
Trade creditors	7,968	45,304
Accruals and deferred income	26,358	18,262
	<u>34,326</u>	<u>63,566</u>

7 Analysis of Net Assets between funds

		Fixed assets £	Net current assets / (liabilities) £	Pension scheme liability £	Total £
Restricted funds	14	2,512	536,292	-	538,804
Unrestricted funds:					
Designated funds	13	868,771	417,958	-	1,286,729
General funds	13	25,581	49,313	-	74,894
Pension reserve	3g	-	-	(303,000)	(303,000)
At 31 March 2011		<u>896,864</u>	<u>1,003,563</u>	<u>(303,000)</u>	<u>1,597,427</u>

		Fixed assets £	Net current assets / (liabilities) £	Pension scheme liability £	Total £
Restricted funds	14	3,480	433,929	-	437,409
Unrestricted funds:					
Designated funds	13	895,297	361,432	-	1,256,729
General funds	13	30,375	43,635	-	74,010
Pension reserve	3g	-	-	(459,000)	(459,000)
At 31 March 2010		<u>929,152</u>	<u>838,996</u>	<u>(459,000)</u>	<u>1,309,148</u>

8 Net income / (expenditure) for the year

	2011	2010
	£	£
Net income / (expenditure) for the year is stated after charging:		
Depreciation	33,289	33,713
Auditors' remuneration (including VAT): - audit	5,285	5,175
- other services	-	-
	<u>-</u>	<u>-</u>

9 Employee emoluments

	2011	2010
	£	£
Salaries and wages	694,349	753,983
Social security costs	54,484	61,520
Pension costs:		
HCC Pension Fund	16,965	16,957
Stakeholder scheme – matched contributions	7,622	9,234
	<u>773,420</u>	<u>841,694</u>

No employees had emoluments in excess of £60,000 (2010: nil).

Southampton Voluntary Services

Notes to the Financial Statements for the year ended 31 March 2011

The average number of full time equivalent employees analysed by function was:

	2011	2010
Project workers	29	31
Management and administration	5	6
	34	37

10 Incoming resources from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2011 £	Total 2010 £
Unrestricted income:				
Southampton City Council	173,742	-	173,742	184,923
Seed Office rental & other room hire	5,832	-	5,832	6,079
Other	4,756	-	4,756	6,258
Restricted income (note 14):				
Voluntary Sector Support Team	-	266,392	266,392	272,730
Family Projects	-	234,191	234,191	249,628
Morph	-	70,608	70,608	73,214
Safe in Sound	-	12,650	12,650	43,463
Shopmobility	-	73,733	73,733	73,658
Street Homeless Prevention	-	209,256	209,256	202,791
Young Carers	-	95,106	95,106	113,685
Other Projects	-	4,079	4,079	4,079
	184,330	966,015	1,150,345	1,230,508

11 Investment income

All of the charity's investment income arises from interest bearing deposit accounts.

12 Resources expended – charitable activities general expenditure

	Unrestricted funds £	Restricted funds £	Total 2011 £	Total 2010 £
Unrestricted expenditure	115,598	-	115,598	156,187
Restricted expenditure (note 14):				
Voluntary Sector Support Team	-	214,409	214,409	232,746
Family Projects	-	213,610	213,610	233,963
Morph	-	65,181	65,181	67,459
Safe in Sound	-	1,227	1,227	26,125
Shopmobility	-	65,015	65,015	64,576
Street Homeless Prevention	-	205,424	205,424	190,047
Young Carers	-	99,754	99,754	103,305
Other Projects	-	-	-	4,079
	115,598	864,620	980,218	1,078,487

Southampton Voluntary Services

Notes to the Financial Statements for the year ended 31 March 2011

13 Unrestricted funds

	Note	At 1 Apr 2010	Result	Transfers	At 31 Mar 2011
		£	£	£	£
<u>Designated funds</u>					
VAC depreciation		895,297	-	(26,526)	868,771
Property		165,796	-	26,526	192,322
Staffing reserve		142,636	-	-	142,636
Building maintenance		30,000	-	-	30,000
Computer and office equipment		20,000	-	-	20,000
Legal		3,000	-	30,000	33,000
		<u>1,256,729</u>	<u>-</u>	<u>30,000</u>	<u>1,286,729</u>
<u>General funds</u>					
General reserve		74,010	30,884	(30,000)	74,894
<u>Other funds</u>					
Pension reserve	3h	(459,000)	156,000	-	(303,000)
Total unrestricted funds		<u>871,739</u>	<u>186,884</u>	<u>-</u>	<u>1,058,623</u>

The VAC depreciation reserve was set up when the Voluntary Action Centre was built in 2003 and represents the remaining net book value of the VAC. Each year a transfer is made to release from the reserve into the Property fund an amount equal to the annual property depreciation. The total of these two reserves equates to the cost price of the VAC.

The other designated reserves are funds set aside for specific purposes essential for the future operation of the charity in the short to medium term. Transfers are made between these funds and the general reserve as required.

The Pension reserve was set up as a result of the implementation of SORP 2005 and FRS 17. This introduced the new heading of "Defined benefit pension scheme liability" into the assets and liabilities section of the balance sheet, matched by the introduction of a specific negative Pension reserve in unrestricted funds.

14 Restricted funds

	At 1 Apr 2010	Incoming resources	Outgoing resources	Transfers	At 31 Mar 2011
	£	£	£	£	£
<u>Voluntary Sector Support</u>					
Capacity Builders	-	22,000	(22,000)	-	-
Childrens Workforce Development Fund	-	20,000	(3,681)	-	16,319
Community development /capacity building	43,435	34,170	(38,062)	-	39,543
NAVCA Flower Roads	-	15,500	-	-	15,500
Health	21,998	74,178	(74,895)	-	21,281
Big Lottery	-	9,900	-	-	9,900
Voluntary sector training	49,046	54,744	(39,871)	-	63,919
Young people – Children's Fund	1,528	35,900	(35,900)	-	1,528
VAC contributions	10,000	-	-	-	10,000
<i>Total – Voluntary Sector Support Team</i>	<i>126,007</i>	<i>266,392</i>	<i>(214,409)</i>	<i>-</i>	<i>177,990</i>
<u>Projects</u>					
Family Projects – General fund	67,293	193,501	(176,868)	-	83,926
Family Projects – Charitable and other funds	22,407	40,690	(36,742)	-	26,355
<i>Subtotal – Family Projects</i>	<i>89,700</i>	<i>234,191</i>	<i>(213,610)</i>	<i>-</i>	<i>110,281</i>

Southampton Voluntary Services

Notes to the Financial Statements for the year ended 31 March 2011

Morph – General fund	31,843	69,740	(63,023)	-	38,560
Morph – Charitable and other funds	18,715	868	(2,158)	-	17,425
<i>Subtotal – Morph</i>	<i>50,558</i>	<i>70,608</i>	<i>(65,181)</i>	<i>-</i>	<i>55,985</i>
Safe in Sound – General fund	10,797	12,650	(1,022)	-	22,425
Safe in Sound – Charitable and other funds	21,115	-	(205)	-	20,910
<i>Subtotal – Safe in Sound</i>	<i>31,912</i>	<i>12,650</i>	<i>(1,227)</i>	<i>-</i>	<i>43,335</i>
	£	£	£	£	£
Shopmobility – General fund	17,054	71,852	(65,015)	-	23,891
Shopmobility – Charitable and other funds	12,268	1,881	-	-	14,149
<i>Subtotal – Shopmobility</i>	<i>29,322</i>	<i>73,733</i>	<i>(65,015)</i>	<i>-</i>	<i>38,040</i>
SHPT – General fund	6,453	189,355	(185,925)	-	9,883
SHPT – Charitable and other funds	26,027	19,901	(19,499)	-	26,429
<i>Subtotal – Street Homeless Prevention Team</i>	<i>32,480</i>	<i>209,256</i>	<i>(205,424)</i>	<i>-</i>	<i>36,312</i>
Young Carers – General fund	43,686	88,992	(99,754)	-	32,924
Young Carers – Charitable and other funds	33,744	6,114	-	-	39,858
<i>Subtotal – Young Carers</i>	<i>77,430</i>	<i>95,106</i>	<i>(99,754)</i>	<i>-</i>	<i>72,782</i>
<i>Total - Projects</i>	<i>311,402</i>	<i>695,544</i>	<i>(650,211)</i>	<i>-</i>	<i>356,735</i>
Transport grant funds	-	4,079	-	-	4,079
<i>Subtotal – Other projects</i>	<i>-</i>	<i>4,079</i>	<i>-</i>	<i>-</i>	<i>4,079</i>
	437,409	966,015	(864,620)	-	538,804

All of the above funds arise from income received from specific funders for particular purposes.

Southampton Voluntary Services
Notes to the Financial Statements for the year ended 31 March 2011