



ANNUAL REVIEW

2018-19

WWW.SOUTHAMPTONVS.ORG.UK
INFORMATION@SOUTHAMPTONVS.ORG.UK
02380 228291



Jo Ash and partners who will be delivering SO:Linked

INTRODUCTION BY SVS CHIEF EXECUTIVE JO ASH, CBE

During the period covered by this report SVS concluded its 50th year of service in the city with a celebratory display of work by our services and members called SO:GOOD:50. However, despite the positive achievements in voluntary sector support, development work and services to the public over the past half century this has been the year of greatest ever uncertainty in our work, and indeed for our future continuation, with our main grant funding for core voluntary sector support work due to come to an end under Southampton City Council's (SCC) long standing grants review process.

Throughout the year we awaited the timetable and tender specification for the SCC Community Solutions contract which was to combine Community Development work, our core business, with Community Navigation services for individuals - the outcome of which would

largely determine whether or not SVS has a sustainable future.

The tender was issued in February 2019, coinciding with the end of our 50th year, with a return date in April and decision to follow in May. Therefore, this report was initially prepared as we were embroiled in the work to negotiate and build a partnership with local organisations, draft the detailed method statements and submit our bid, meaning we concluded this year in the midst of that work.

It is with some delight and considerable relief that we are able to update this annual review, post initial drafting, to report that in late June 2019 we had a successful outcome to our bid which will see the launch of the new integrated SO:Linked service from 1st October 2019.

SVS will be the lead contractor and will work in formal subcontracting arrangements with 5 local partner organisations - Spectrum CIL, Solent Mind, Alzheimer's Society, TWICS and Social Enterprise Link, and with a broader array of other local voluntary, community and social enterprise sector organisations (VCSE) together with public and private

sector partners and stakeholders. We now look forward enthusiastically to our 51st year and beyond "Promoting Voluntary Action" in the city and 'Supporting Southampton People and Communities' through volunteering and VCSE sector support and development.

Despite the inevitable focus and considerable time that we have had to spend responding to the uncertainty in terms of scenario planning and bid writing we have still sustained a broad range of voluntary sector support activity throughout the year, outlined within this annual review - working one to one with groups on issues, concerns and developments; offering trustee training and development sessions; promoting volunteering opportunities and good practice in the city; convening one off briefings, specialist network meetings and the voluntary sector First Friday Forums, which have become increasingly well attended and lively arenas for collaboration, networking, discussion and debate of issues impacting on the VCSE sector and local people.

We have also reflected VCSE sector views in key cross sector strategic and operational groups in the city. This participation helps us keep our sector informed and briefed about key developments, challenges and opportunities, whilst also raising issues on behalf of our beneficiaries and helping make links for collaborative work between public, private and voluntary sector partners, to address shared issues in the city.

This has included health and social care integration work in the city under "Better Care Southampton" as well as other health and wellbeing issues, around safeguarding children and vulnerable adults, community safety and cohesion issues, homelessness, on hate crime, domestic abuse, and cultural developments such as the Mayflower 400 steering group input on volunteering and potentially to the developing City of Culture bid.

Our voluntary sector support work continues to be informed by and follow the best practice guidance and quality accreditation requirement of our national bodies NAVCA and NCVO to which we contribute local sector perspective to national policy issues. We were pleased

to secure NAVCA support and resources for some sector IT and digital specialist support during the year as this is an area where knowledge, expertise and capacity is generally limited across the VCSE sector. This is an area where we would like to develop future collaborative work with public and private sector partners to tap their expertise and resource to support smaller organisations.

SVS services to the public continue to provide dedicated support to people in Southampton. Following a tender we were delighted to secure a five year contract to continue delivery of Healthwatch Southampton in summer 2018, and equally pleased the project has recently been shortlisted for a Healthwatch England award for creative engagement.

City Shopmobility has continued to support those with reduced mobility to access city centre facilities. The project is currently feeding into a city review of accessibility and community transport issues to ensure infrastructure is fit for purpose for those with disabilities or mobility issues.

The Community Roots project continues to be supported by our business partners The Ideal Collection, demonstrating what can be achieved when business and the charitable sector collaborate around a shared purpose. This allotment project close to the city centre continues to work with 24 supported volunteers. Through the process of growing and caring for plants the project in turn enables the volunteers to grow and overcome some of the adversity they have faced through disability, health problems and social issues.

Finally, thanks is due to all of our volunteers, staff, supporters, funders and partners who make it possible for SVS to achieve so much. Whilst the last three years have been incredibly challenging we are now in a far more stable position to plan and deliver on our charitable purposes over the next few years, and in this we are ever grateful for your support.

Jo Ash, CBE

Chief Executive Officer
Southampton Voluntary Services

VOLUNTARY SECTOR SUPPORT

SVS' Voluntary Sector Support Team (VSST) work closely with the local sector on all issues involved in running a successful organisation. Through offering independent, impartial and informed advice and guidance our beneficiaries can be confident they are moving in the right direction. Our work in this area is quality assured through the National Association of Voluntary and Community Action's (NAVCA) Quality Award; meaning our beneficiaries, partners and supporters can trust our work.

The following pages highlight aspects of supporting organisations, volunteering best practice and brokerage, encouraging and facilitating collaboration and partnership, and helping the sector have a strong voice through representation.

SUPPORTING ORGANISATIONS

Supporting organisations to be well governed and managed is central to our work to help the sector develop and thrive. Support is offered in a number of ways, for example through training sessions, specialist sector briefings, advice sessions and one-to-one support to trustee boards.

During the last year our activity in this area has included advising fledgling groups around the most appropriate governance model; working with more established organisations who are exploring changing their governance model, for example from company limited by guarantee to registered charity; acting in an independent capacity to advise in governance disputes with board members; advising on policy development; and, overseeing election processes for a number of our member organisations.

Training offered has included sessions around health and safety, first aid, fire safety, safeguarding, financial management, and best practice in volunteering. Over the last year we have had a push on offering more training to individual trustee boards on their roles and responsibilities, as we note this is an area where knowledge can be lacking and poses a large organisational risk.

Throughout the year we also have continued to support the grant giving SO18 Big Local Partnership as a "Trusted Local Organisation". In this role SVS supports local people by administering the payment of procured services to the SO18 area.



7691
interactions with
VCSE organisations

"Southampton Voluntary Services and Southampton City Council's Early Years and Childcare Service has, over the years, developed a strong collaborative working partnership. More recently this has involved the delivery of a joint project supporting voluntary pre-school committees with information, advice and guidance on their legal responsibilities as charity trustees and the requirements expected from them as part of their Ofsted registration."

- Darrin Hunter, Southampton City Council



Volunteers receive their 100 hours certificates

VOLUNTEERING

Our volunteer brokerage and best practice work is quality assured through the National Council of Voluntary Organisations (NCVO) Volunteer Centre Quality Award, enabling our beneficiaries, whether members' of the public or organisations, to have confidence in our role in "Promoting Voluntary Action".

Volunteering enables individuals to contribute to and be part of their communities, it can help people make the step into paid employment or to try out a new career path, and has been shown to have a positive impact on wellbeing. SVS's volunteering work aims to connect individuals with volunteer receiving organisations, whilst also supporting those organisation to work to best practice principles.

Our in-house digital volunteer brokerage system has been further developed over the last year, enabling us to better track and follow up on the volunteer journey, with a view to improving the volunteer experience and better understand the demographics of those who are contributing their time. This in turn enables a more targeted approach to volunteer recruitment, especially of those who are underrepresented.

Outside of this digital platform we continue to raise awareness of volunteering and meet prospective volunteers face-to-face through weekly volunteer drop-ins at SVS, and during the evenings and weekends through outreach to city events and at Central Library. In particular we have targeted students at both universities throughout the year, to enable an increase in the contribution they can make to the city.

In terms of celebrating volunteering we have held Volunteer Certificate presentations, where volunteers who have contributed 100 hours receive a certificate from the Mayor in the Mayors Parlour at the civic centre. We also continue to hold an annual party to celebrate the contribution made by SVS' own large team of volunteers.

Best practice support to organisations is offered through SVS Volunteers Co-ordinators Group and through a series of training sessions. This year SVS worked closely with Southern Health NHS Foundation Trust, who are keen to improve the volume and quality of volunteer contributions they receive, a move we keenly welcome.



1255
volunteers
were referred to
organisations



174
new opportunities
registered



30
volunteers achieved a
certificate for over 100
hours of service

COLLABORATION AND PARTNERSHIPS

Collaboration within the VCSE, and between sectors, is all the more important in times of scarce resources. This need for greater collaboration between local organisations has been strongly articulated through SCC, and external funders, such as the National Lottery Community Fund. To this end we have been raising the issue throughout the year, with SVS Friday Forum's providing a platform for local organisations to make connections and begin collaborative endeavours.

SVS is a key partner in the transformation of health and social care services being delivered through Better Care Southampton. The person centred approach of the voluntary sector plays a central role in these developments. As this work develops SVS has led on supporting Local Solutions Groups, which aim to develop localised partnerships focused on community activity in six of the city's neighbourhoods.

A key partnership initiative of the year was the establishment of the Southampton Street Support Action Group, a follow

through from the earlier "Beds, Business and Begging" conference, which drew together voluntary, business, statutory and faith sectors to plan joint action on the city's growing homelessness and begging problems. This cross sector alliance has continued and is leading to better co-ordination between agencies, fundraising from the public and the development of the Street Support Southampton website.

Partnership with the business sector is a key priority for SVS, and one we plan to further develop. Our own Community Roots project is supported through a CSR relationship with The Ideal Collection, so we aware of the potential, and have worked with partners including Go Southampton and the Southampton Chamber of Commerce, as well as on social purpose business development with colleagues at Social Enterprise Link over the last year.

As mentioned in the CEO's introduction we are delighted to have been awarded the SCC community development and navigation contract, and look forward to working with our five VCSE partners in the delivery of SO:Linked, commencing in October 2019.

"We've worked with SVS this year to develop the foundations for a meaningful forum for youth services in the city. At a time where young people are finding themselves isolated and unsupported, we have identified a real need in the city for stronger provider networks. The commitment, reach and energy that SVS brings to this work has proven invaluable as we take this important project forward!"

- Matt Salvage, SoCo Music



Representing sector views in the Social Care charging policy consultation

REPRESENTING THE SECTOR

SVS' wide reaching networks, alongside the depth and breadth of our interactions with VCSE sector organisations, makes SVS well positioned to reflect sector themes, opinions and views. Even when a consensus isn't reached we are able to articulate the different perspective of an issue, and we are increasingly able to use data to illustrate trends.

Through our leadership and representative role for the local VCSE sector, SVS has been sought to provide sector insight and expertise to a number of strategic partnerships in Southampton including Southampton Connect, Southampton Safe City Partnership, Southampton Health and Wellbeing Board (via Healthwatch Southampton), Southampton Safeguarding Boards, and the Better Care Southampton Steering Group.

As well as our day to day contact with sector organisations our monthly First Friday Forum provides a platform for us

to connect with groups around city issues and helps to galvanise sector experience and thought into tangible actions. Over the past year Friday Forum topics have varied, but all have provided excellent opportunities for VCSE organisations to reflect on their work and speak to city decision makers about their experiences, ideas and aspirations.

This has been particularly useful in terms of sector input to the city's five year health and care plan, has brought about far greater contact between the sector and those involved in city planning, has enabled groups to speak out about the need for strategic direction for a city youth offer, leading to greater collaborative efforts, and, has provided a voice for environmental issues. The Friday Forum has also grown, evidence to its success, and we now expect 25 - 30 organisations to attend each session.

SVS continues to make the national connection through our membership of both NCVO and NAVCA



Friday Forum workshop session



12
Friday forums
organised



40
strategic partnership
meetings attended



Community Roots planting



Umbrella arts workshop

SERVICES TO THE PUBLIC

SVS Services to the public support people across the city to transform their lives, have their voices heard, and manage their problems with support. These services work with some of the most vulnerable and excluded people across the city, providing a lifeline through a dedicated staff team of paid workers and volunteers.

SVS Services have been developed in partnership to meet local needs, which have not been addressed by other organisations or interventions. They bring added value to the local system and have not been developed in competition with our member organisations.

COMMUNITY ROOTS

The Community Roots allotment scheme provides supported volunteering, training and work experience opportunities to those who have experienced learning disabilities, homelessness, mental health issues, and alcohol or substance misuse issues. It focuses on nurturing skills, team working and building self-esteem, as well as offering a chance to exercise in the fresh air.

The allotment is a calm, peaceful place to escape the distractions of everyday life. Key outcomes, as reported by the supported volunteers, include: 97% feel the project helps their personal wellbeing,

90% feel the project has helped them adjust to change, and 100% feel the project has created a positive life impact. The 24 supported volunteers have contributed 1562 hours to the project across the year.

The project is a partnership with local hospitality group The Ideal Collection, who fund the support worker post, help the volunteers to use the produce to make promotional jams and preserves so they benefit from cooking the fresh ingredients, and have provided a pathway to employment for project clients, for which we are grateful. The project model is a fantastic example of what can be achieved through a successful corporate social responsibility relationship.



1562
hours contributed by
volunteers



100%
feel project has made a
positive life change



1430
people shared their
health and social care
story with us



60%
more people engaged with
us through our website
and social media



2780
volunteer hours
contributed

HEALTHWATCH SOUTHAMPTON

Healthwatch Southampton (HWS) is the local consumer champion for health and social care. The project helps to give patients and the public a voice in decisions affecting their care services, helps with issues that may be affecting their care, provides information and signposting, and offers independent advocacy in complaints about health services.

The project is delivered through a core team of five part-time workers, over twenty volunteers and a sub-contract with SEAP. Over the past year 1430 people have shared their health and care stories, over 14,000 visitors have accessed information through our website, and staff have visited 71 health and care facilities and community events. In terms of strategic work, HWS has focused on mental health services, GP services, social care and the transformation of local service.

HWS has played a role in wider engagement around system change and commissioning across the Wessex area, through its membership of Wessex Voices, a collaborative project between NHS England and neighbouring Healthwatch. This work has gained national recognition

"I applaud Healthwatch's notable successes in 2018/19, such as its work to develop a Patient Participation Group Network in the city and raising awareness of the value of exploring health and wellbeing through arts and conversation.."

- James Rimmer, managing Director, NHS Southampton City Clinical Commissioning Group

as an area of best practice through both Healthwatch England and NHS England.

HWS is now in a five year contract, following a successful tender bid in June 2018. We are also delighted the project has been shortlisted for a national award for creative engagement following the success of the Umbrella Arts Festival this year, which saw over 700 people visit the Nuffield Theatre City site to have a voice in the NHS Long Term Plan through a variety of workshops exploring different aspects of health and wellbeing.



Ebba, 3rd Worthies Beavers, earning her community service award

CITY SHOPMOBILITY

The project enables people with a temporary or long term mobility issue to access Southampton city centre shops and services through the hire of mobility scooters and wheelchairs. The project provides a lifeline to many of our customers, over a third of whom spend over £50 per city centre visit. The project is staffed by SVS Business Support Team and a team of volunteers. The project is grant funded by Southampton City Council and is currently seeking further funding to enable its development. This year

the project has made a total of 2795 hires. Customer satisfaction is high, with over 90% rating the services as good or excellent.

The project is currently playing a role in a strategic review of community transport in Southampton, this having been noted as a city wide issue. The project has also fed into the consultation for the Local Transport Plan 4, and will form part of a reference group to look into access issues with SCC. Post review we are hoping the project will form part of a more sustainable response to address issues of reduced mobility and access for people in Southampton.

SVS VOLUNTEERS

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 or are in recovery from addictions or health problems, 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.

SVS is proud and infinitely grateful for the commitment and contribution in terms of creativity, enthusiasm and the substantial donation of all our volunteers' time and effort, which to us is priceless. However, this contribution can be quantified in monetary value using the 2018 provisional median earnings from ASHE by Office of National Statistics. This means the sum of 5184 volunteer hours contributed by approximately 60 volunteers is equivalent to £79,730; a massive contribution and we thank each and every one of you.



5184
hours contributed by
SVS volunteers



£79,730
equivalent in
monetary terms

FUTURE

As outlined in the CEO's Introduction, the past few years have been an incredibly difficult time in which to plan for SVS' future. The unprecedented uncertainty surrounding SCC grant review and the future funding and sustainability of SVS has meant our planning cycle has been focussed on short term survival, as opposed to a strategic mid to long term perspective.

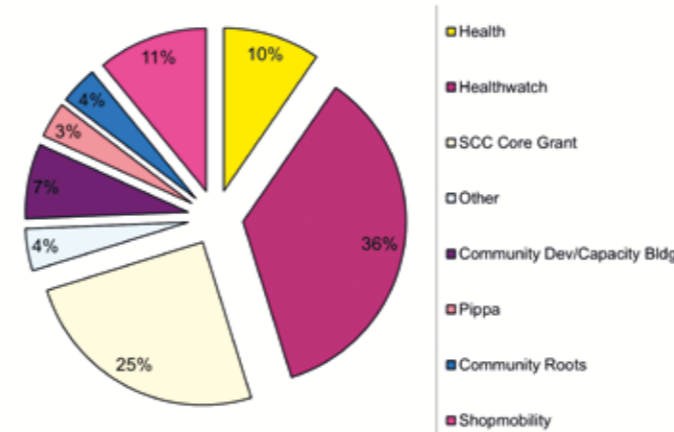
Securing the SO:Linked contract now gives us at least three years of certainty in which to prepare for the organisation's future, to ensure we are fit for purpose to continue to serve the people of Southampton for many years to come. The aspirations and intentions within our last long term plan "Survive, Strive, Thrive" remain broadly true and were reaffirmed by the SVS Executive Committee review and update this year, with a view to strengthening our vision for the organisation's future.

FINANCE

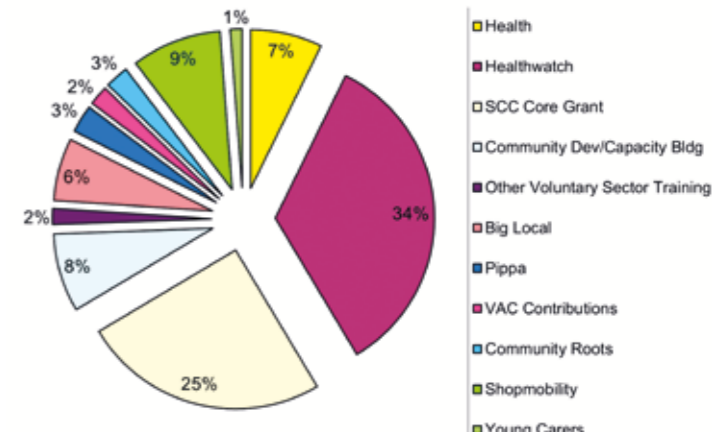
The charts below detail a breakdown of income and expenditure across the entirety of SVS for the financial year 2018-19.

Following an independent examination of our accounts SVS has been recognised as a going concern for the next year. Our complete, independently examined accounts are available to view on our website.

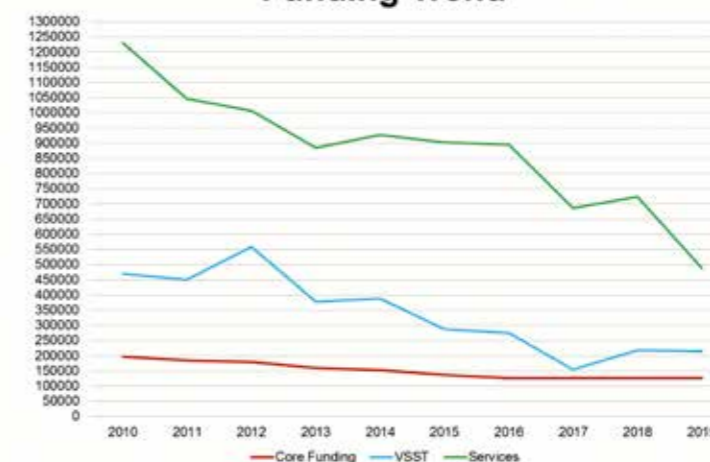
SVS Core Grant, VSST & Project Income £509,558



SVS Core Grant, VSST & Project Expenditure £596,299



Funding Trend



TRUSTEE AND STAFF INFO

EXECUTIVE COMMITTEE

(As of September 2019)

Kevin Liles	Chair
Mike Treasure Jones	Vice Chair
Carole Rogers	Honorary Treasurer
Clr Tom Bell	(nominated SCC)
Clr John Noon	(nominated SCC)
Mary Carnegie	
Peter Keeley	
Simon Mantle	
David Wrighton	
Ahmed Sasso	Board of Trustees

SVS LEAD CONTACTS

Jo Ash, CBE	Chief Executive / Company Secretary
Rob Kurn	Deputy Chief Executive
Jude Perrott	Finance & Business Controller
Nicola Judd	SO:Linked Programme Manager

SVS VOLUNTARY SECTOR SUPPORT TEAM

Julie Marron	Local Solutions Development
Rocío Cortez Cruz	Volunteer Development

SVS PROJECTS - LEAD CONTACTS

Rob Kurn	Healthwatch Southampton
Maria Kelly	Community Roots
Rob Kurn	City Shopmobility

Southampton Voluntary Services

The Voluntary Action Centre,
St Mary Street, Southampton, SO14 1NW

Telephone:	023 8022 8291
Website:	www.southamptonvs.org.uk
Email:	information@southamptonvs.org.uk volunteer@southamptonvs.org.uk
Facebook:	Facebook.com/SouthamptonVS
Twitter:	@SouthamptonVS

SVS' VISION

"Southampton is a city where everyone is inspired to make positive contributions to their communities."

SVS' ORGANISATIONAL VALUES

- 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

"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

City Shopmobility, 7 Castle Way,
Southampton, SO14 2BX

Telephone:	023 8063 1263
Website:	www.southamptonvs.org.uk
Email:	city.shopmobility@southamptonvs.org.uk
Facebook:	Facebook.com/SouthamptonVS
Twitter:	@SouthamptonVS

SVS is committed to helping our environment and this Annual Review is printed on 100% FSC (Forest Stewardship Council) certified paper, which guarantees consumers and society that these products are manufactured from forests planted in an environmentally friendly manner, based on practices that fully respect and protect the surrounding environment and communities.

Charity registration number: 1068350
Company registration number: 3515397

