

# Southend Association of Voluntary Services

Annual Review

# 10

SAVS 

## Meeting & Conference Facilities

Our two newly decorated air-conditioned conference rooms have everything you need to make your next event a great success. Well-equipped and ideally located, the rooms are suitable for a variety of events including social activities, celebrations, funeral wakes, formal and community meetings, training sessions, workshops, conferences and exhibitions. We also offer a delicious range of buffets, drinks and snacks freshly prepared by Ssh The Secret Café.

The SAVS Team are dedicated to making every aspect of your event a great success. If you require any further information about the services we offer or if you would like to visit our rooms please do not hesitate in contacting us.

**Telephone** Andrea 01702 356005

**Email** [bookings@savs-southend.co.uk](mailto:bookings@savs-southend.co.uk)



### Our Rooms

Capacity	Large Room - Maximum 80 Small Room - Maximum 20 <small>May be hired together</small>
Equipment	<ul style="list-style-type: none"> <li>• Air-conditioning</li> <li>• Flip charts</li> <li>• Laptops (mobile classroom)</li> <li>• Broadband internet</li> <li>• Interactive smartboard</li> <li>• Digital projectors</li> <li>• Public address system</li> <li>• Wireless microphone</li> <li>• Overhead projector</li> <li>• Hearing loop</li> <li>• Full catering service</li> <li>• Digital Camera</li> </ul>
Disabled Facilities	Full disabled access and toilet facilities.
Catering	Full range of buffets & refreshments are provided by Ssh The Secret Café.
Location	Central Southend-on-Sea, adequate public car parking close-by. Mainline public transport within easy walking distance.

### Contact Us

29-31 Alexandra Street

Southend-on-Sea


Essex

SS1 1BW

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[www.savs-southend.org](http://www.savs-southend.org)



**Local community cafe serving good quality home cooked food at a low cost.**

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## Southend Association of Voluntary Services is supported by

- Southend Borough Council
- Southend Adult Community College
- Childrens Workforce Development Council
- NHS South East Essex
- East of England Development Agency
- Big Lottery Fund
- Essex Community Foundation

### Auditors

Segrave & Partners  
Registered Auditor and  
Chartered Accounts  
Turnpike House  
1208/1210 London Road  
Leigh-on-Sea  
Essex SS9 2UA

### Bankers

CAF Bank  
25 Kings Hill Avenue  
Kings Hill  
West Malling  
Kent  
ME19 4JQ

### Solicitors

Lloyds TSB  
77 High Street  
Southend-on-Sea  
Essex  
SS1 1HT

BTMK Solicitors LLP  
29 Victoria Avenue  
Southend-on-Sea  
Essex  
SS2 6DF

## Chief Executive Officer's Report



The year 2010/11 got off to a great start with funding from Southend Together confirmed to continue the Turning Tides project; funding from the East of England Development Agency to build the capacity of the sector and a positive

outcome from our application to the Big Lottery for £253,224 to support people with mental ill-health into volunteering.

Vinvolved entered what would become its final year in which young people aged 16-25 were supported into volunteering. Over the course of two and a half years, over 10,000 young people were introduced to volunteering across Essex, Southend and Thurrock and gained skills, life experience, confidence and improved aspirations. As the year drew to a close it became clear that the Government would not be providing any additional funding to continue this national programme, leaving a huge gap in dedicated youth volunteering provision.

The Volunteer Centre became busier than ever as we saw an increase in people who had been made redundant coming through our doors looking to use their time effectively and share their skills with others.

### What is a CVS?

A Council for Voluntary Services (CVS) is a voluntary organisation which supports, promotes and develops local community action. A CVS supports its members by providing them with a range of services and by acting as a voice for the local voluntary and community sector.

#### We have the following Core Functions:

- **Representation:** Enable effective and accountable representation of the voluntary and community sector.
- **Strategic Partnership:** Broker an effective role for the voluntary and community sector at a strategic level.
- **Liaison:** Encourage networking and enable the voluntary and community sector to share knowledge, information, skills.
- **Development:** Act as key agent of change through identifying and appropriately meeting the needs and gaps in service provision.
- **Support Services:** Enhance the capacity of the voluntary and community sector by providing a range of responsive and accessible support services.
- **Volunteering:** Provide support for individual volunteers and volunteer involving organisations.

The completion of the renovated North Road Chapels brought the year to an exciting end as this fantastic building was signed over to SAVS for 20 years for use as office and meeting space for the Third Sector.

Our partnerships with Southend Borough Council, NHS South East Essex, Essex Police and Essex County Fire and Rescue Service have continued to play an important role for SAVS and I thank them for their support.

2010/11 was a challenging period and the loss of so many jobs at the end of the year was sad and difficult for all the staff and volunteers whether directly involved or not. I would like to thank them all for their commitment and dedication to SAVS and wish all those who had to leave us all the best in their future careers. Their skills and experience is an enormous loss to SAVS and Southend.

I would like to thank my Board and Chair of Trustees, Charles Cormack for their support and trust during the year.

**Alison Semmence**  
**Chief Executive Officer**

## Chairman's Report



2010/11 proved to be another busy year at SAVS. A new coalition Government introduced new challenges and concepts such as The Big Society and talk of a new Localism Bill. Public sector funding cuts threatened changes to services in Southend and many Voluntary and Community Sector organisations in Southend saw the impact of this. Our 'Impact of the Recession' survey carried out in the summer showed that 82% of respondents had felt the impact of the recession from either an increase in demand for their services (60%), or higher running costs (56%) or funding cuts (26%). Of those that hadn't experienced funding cuts as yet, 83% felt they would have problems in 2011/12.

Faced by this worrying state of affairs for the Voluntary and Community Sector, SAVS took

steps to change the way we operate in order to be able to lead the sector through the challenging times ahead. This was combined with the conclusion of two key funding streams which made up almost 60% of SAVS annual income.

In the final quarter of the year, staff were consulted on a new structure for SAVS with the aim of developing a leaner and more focussed organisation best placed to meet the changing needs of our members. The new structure and the end of the two funding streams meant we had to lose 17 staff which was a very distressing way to end the year.

I would like to pay tribute to my Board of Trustees who have steered SAVS through the year under the leadership of our Chief Executive.

***Charles Cormack***  
***Chair***

## Feedback

We always appreciate comments and suggestions about the services we provide. Below are some of the messages of thanks and support, received during the year across all areas of our work.

**“Thank you very much for sparing some time to reflect on the guide, your insightful contribution is much appreciated .....**”

**“I just wanted to thank you for all the volunteers you have passed along ..... thank you again for all your help”**

**”Many thanks for the details of the opportunity, that’s much appreciated. My compliments too on the volunteering document which I thought was well composed and friendly”**

**“Thank you for all the work and time you have put in with our students over the last few years. The places with you at SAVS have been most beneficial to the students”**

**“I popped into your offices a few weeks ago, one of your advisors applied for 3 volunteer positions for me .... Just to let you know, all 3 have been in touch.....many thanks for all your help.”**

**“The service is very nice, it’s nice to have smiling faces to serve you, well done.”**

**”Just wanted to thank you once again for your advice yesterday .... It is a great weight off my mind knowing that there is someone I can turn to when in need ”**

## Financial Review

In 2010/11 SAVS unrestricted funds showed a small reduction of £9,962, which included the funding of some excess project expenditure. Unrestricted income increased from £230,843 to £251,133 while unrestricted expenditure decreased from £266,779 to £261,095. Grants secured on new and current projects resulted in decreased income from restricted funds from £1,079,972 to £841,510.

Free reserves (undesignated) at the end of the year were £146,419. This was £152,924 below the reserves target

### Trustees statement

The figures below are extracted from the full trustee's report and financial statements that have been audited by Segrave & Partners, who gave an unqualified opinion. The full accounts were approved on 9 September 2011. Copies of the full accounts have been submitted to the Charity Commission and Register of Companies. This summarised financial information may not contain sufficient information to gain complete understanding of the financial affairs of the charity. The full trustees' report, audit report and financial statements may be obtained from the Registered Office.

Income	
Grants & Donations - Project 77%	841,510
Earned Income 11.2%	122,894
Grants & Donations - Strategic 11.6%	126,900
Bank Interest 0.1%	1,339
<b>Total Income</b>	<b>1,092,643</b>

Expenditure	
Partnership Participation 3.8%	42,986
Volunteer Bureau 3.8%	42,942
Third Sector Development 4.7%	52,843
MV Essex 0%	400
Supported Volunteering 3.2%	36,618
VinVolved 36.8%	414,372
Safer Communities 23.1%	260,324
CWDC Training 1.3%	14,751
Advanced Training 0.1%	885
Core Costs 22.6%	254,495
Governance 0.6%	6,600
<b>Total Expenditure</b>	<b>1,127,216</b>

### Independent Auditor's statement

We have audited the financial statements of Southend Association of Voluntary Services for the year ended 31 March 2011.

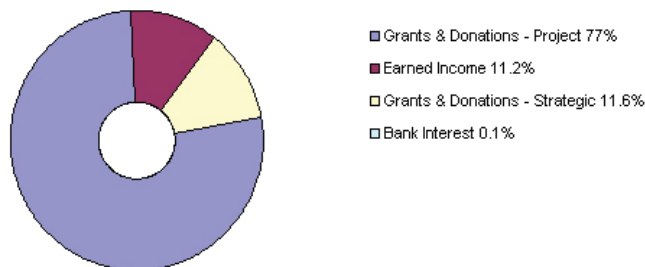
**Respective responsibilities of the trustees and auditors.** As explained more fully in The Statement of Trustees Responsibilities, the Trustees (who are also the Directors of the Charitable Company for the purposes of Company Law) are responsible for the preparation of the Financial Statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit 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 Ethical Standards for Auditors.

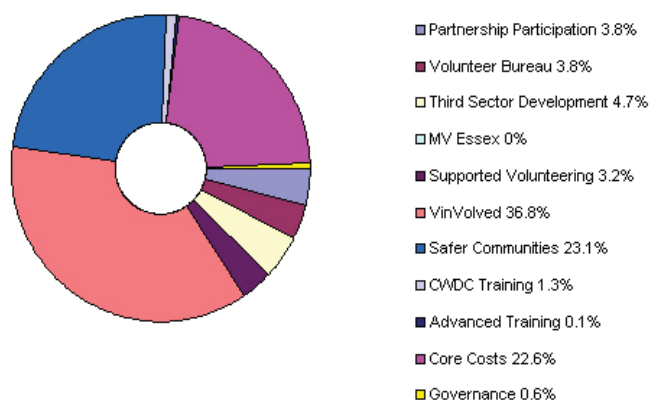
**J N Smith (Senior Statutory Auditor) for and on behalf of Segrave & Partners Registered Auditor & Chartered Accountants**

**Turnpike House  
1208/1210 London Road  
Leigh on Sea  
Essex  
SS9 2UA  
Dated: 16 September 2011**

Income

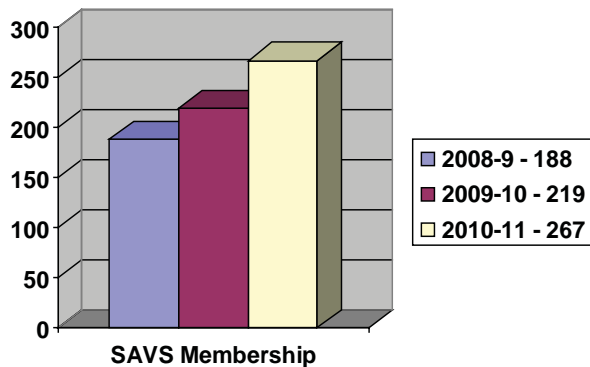


Expenditure



## Information & Communication

This year we offered membership free of charge to encourage more groups to join us and to help existing members survive the effects of the recession. This was clearly welcomed as 48 new members joined, taking our total membership as at March 2011 to 267. We are delighted that we are attracting so many new members and as illustrated in the bar chart below, we have seen a considerable increase in recruits since 2008/9.



Our members range from small community groups with no paid staff and very little income to larger organisations with several staff and income in the millions. There is a wide range of organisations all with very different needs. However many have benefited from the services we provide such as the informative quarterly newsletter, the Items of Interest and the monthly funding update. All of which proved to be useful and informative according to the feedback we received in our Annual Review of Services. Others took advantage of the final year of our offer to set up and host websites, again free of charge.

We invested a lot of time in developing our website, [www.savs-southend.org](http://www.savs-southend.org) which received 118,123 visits during the year. This enabled us to cover our basic costs of running the site through selling advertising space.

We made a concerted effort to develop a robust community database which contains more detailed information about our members which we can use to demonstrate the value of the Voluntary and Community Sector and the services we all run. This has not been an easy task as the information organisations provide is not always consistent or comprehensive.

## Funding Development

Demand for the funding and development service was constant throughout the year with individuals and groups asking for help on a range of issues

Several people wanted help with identifying the correct structure for their venture, for example, should they set up a Social Enterprise such as a Community Interest Company, or a registered Charity?

Others wanted help as they went through the process of registering a charity or help with identifying funding sources or help with preparing a funding bid.

**'I had no clear direction but with help from SAVS I was able to develop a clear plan for my project'**

**'SAVS gave me a better understanding of where to go and what steps to take'**

Many enquiries are very similar so we developed a dvd, 'A Thriving Sector – Making it Happen' in partnership with the Essex, Southend and Thurrock Consortium. This dvd provides initial guidance to new groups to talk them through the developmental stages of setting up a voluntary group or other type of organisation. Once groups have done their groundwork SAVS can meet them to help determine the next steps.

## Volunteer Centre Southend

- 1287 enquiries about volunteering
- 1073 applications processed from the national volunteering website [www.do-it.org.uk](http://www.do-it.org.uk)
- 392 prospective volunteers interviewed
- 301 volunteers were placed in volunteer roles
- 71 new Organisations registered
- 353 new volunteer roles developed

A key highlight of the year for the Volunteer Centre was the achievement of the VCQA (Volunteer Centre Quality Accreditation) award from Volunteering England. This quality award was undertaken in partnership with the other 11 Volunteer Centres across Essex and focused on the delivery of the six core functions of a Volunteer Centre. This award gives you the reassurance that we are running a high calibre organisation to support volunteering, in Southend on Sea.

### Celebration

The contribution that volunteers make to our community is vital and we are always keen to celebrate and thank them for all they do.

Our Volunteer Awards take place each year and this year we were pleased to welcome the Mayor who kindly handed out the awards to these exceptional volunteers. In addition, we thanked all our volunteers at SAVS by throwing them a Christmas Party and the staff waited on the volunteers to show their appreciation!



***Cafe Volunteers receiving certificate of thanks from Mayor Ann Holland***

### Recruiting Volunteers

The Volunteer Centre matches people who are interested in volunteer with organisations (voluntary and community or non profit making) that need them. One such volunteer took up a role with Southend Borough Council as a Census Support Volunteer.

“My name is Steve Calder, I am 51 years old and retired from my job, shortly after my 50th birthday. After a year out taking holidays and enjoying a well earned rest, I decided it was time to either find a new job, or look for something interesting to occupy some of my spare time.

Choosing a new career has taken more thought than I imagined, so in the meantime I have decided to do some volunteering. I hoped this would be a rewarding way to spend my spare time, and keep my brain active.

I spoke to the Volunteer Centre Southend first for guidance and they referred me to the [www.do-it.org](http://www.do-it.org) website. After that I had an interview with the Volunteer Centre Manager to discuss opportunities that were a good fit for what I might be interested in and also that I felt I could be sufficiently good at.



I decided to volunteer to help the local council 2011 Census project. My role was to join others in helping people, who for one reason or another, were having difficulty completing the Census form.

The Southend Volunteer Centre is definitely a great place to start understanding volunteering opportunities and the process to go through once you decide what suits you best. The on-line help, and face to face support helps you to see the wood from the trees, especially when at first the sheer range of opportunities can seem quiet daunting.

My task in the Census team enabled me to choose flexible hours that suited me during the period 4th April - 6th May. The Management direction was clear and all of the people I have met have been both friendly and supportive. Being involved has increased my confidence that I can add value through this type of activity and I would consider other volunteering roles in the future.”

**Steve Calder**

**Volunteer Organisers Forum – “Thank you for a very helpful and informative event last Wednesday”**

**‘...Thank you for two more volunteers that we received details for.....the volunteers, all provided by yourselves or partners are excellent.’**

### **Promotion of Good Practice**

A key role of the Volunteer Centre is to promote good practice for organisations that involve volunteers. Volunteers need to be treated fairly and with respect; they need to be trained, supported, have their expenses reimbursed. A happy volunteer will stay with you but if they are not treated well they will leave and find somewhere else to offer their services.

The popular Volunteer Organiser’s Forums help us raise issues around good practice. During the year we had guests talking about a range of themes, for example, Dan Biddle (survivor from 7 July 2005 London bombings) talked to us about “Access for disabled people in volunteering”; Pauline Pickering talked to us about “Involving volunteers with mental health issues”, and Trish Carpenter talked to us about “Involving Volunteers, the CAB experience”.

Now, more than ever, it is vital that we get the message out there that good volunteer management is essential and that the Volunteer Centre is here to support the volunteer and the organisation throughout the whole process. If Volunteers are to continue to be at the heart of our community they must be valued accordingly.

One such organisation to benefit from our support was the Heritage Project run by Southend Borough Council.

### **Testimonial Sophie Arthurell**

“The services of the Volunteer Centre were integral to the identification of volunteers to the High Street History Project.

The information on prospective volunteers was sent through promptly and candidates were of a very high calibre. Emily was able to coach me through the process of acquiring and supporting volunteers and was able to identify local volunteers with the interests and skills we were looking for.

In total, 14 volunteers were taken on as part of the project and all were well received and played a crucial part in the daily running of the project’s exhibit. Many volunteers were able to develop their roles and take a personal interest in the project by making their own contributions to its legacy and in one case by becoming an employed member of staff for the duration of the exhibit.

I would be more than happy to use the services of the Volunteer Centre again as they have proven their reliability and ability to source volunteers quickly and appropriately.”

**Sophie Arthurell**  
**Project Coordinator**  
**High Street History Project**  
**Funded by HLF and led by Southend on Sea Borough Council on behalf of local partners.**



**Volunteers talking to members of public**

**“I must say the calibre of people you sent through have been excellent and I have full confidence they will be able to offer good support. Thanks again for your help.”**

## Supported Volunteering Project

Thanks to funding of £253,224 for five years from the Big Lottery, SAVS was able to set up a new project in the Volunteer Centre. The Supported Volunteering project aims to provide support to people recovering from mental ill-health to help them embark on volunteering.

The project which started in July 2010 initially set about developing volunteering opportunities with local voluntary sector organisations who were keen to get involved. By the end of the first year 27 organisations had signed up and 50 volunteers were recruited. The volunteers receive support at the outset of their volunteering, volunteer preparation courses and then ongoing support as they volunteer.

The aim of the project is to build confidence, self esteem, reduce isolation and bring a routine back into their lives

One of the placements we offer volunteers is within SAVS own community café. Thanks to funding from Essex Community Foundation, volunteers are trained in Food Hygiene and over a twelve week period, try out a range of activities in the kitchen and café.



*Miranda working in our cafe*

## Tara's Story

"I found out about the SAVS Café project through the Growing Together Gardens where I volunteer. I left my last paid job because I was suffering with anxiety and depression. Growing Together supports me with my mental health.

They put me in touch with Rachel who is the support worker for the Supported Volunteering Project at SAVS and she explained to me how the Café project worked.

I have done various jobs since leaving school and the thing I enjoy most is working with the general public. I love the hospitality involved in working within a café. I love the fact that vulnerable people feel safe and able to come into SAVS café, it has a great community feel.

Coming to SAVS has helped me build confidence in my own abilities. I really lacked confidence in myself and thanks to the encouragement of Rachel, I felt very supported. Volunteering in the café has helped me to believe in myself and has also reinforced what my skills and abilities are. I feel I have grown in my capabilities of working within a café and kitchen.

Rachel and my café supervisor were fantastic in explaining how the 12 week course worked. I can't think of a way it could be improved. SAVS café has been a great place to work, everyone was friendly and welcoming and I have thoroughly enjoyed the whole experience."

***Tara - Supported Volunteer***



***Tara receiving her certificate for completing the 12 week project***

## Essex, Southend and Thurrock Vinvolved

The Vinvolved project which began in 2008 exists to support and encourage young people aged 16-25 to get involved in volunteering. Since it began the project team have developed over 14,900 new and exciting opportunities across Essex, Southend and Thurrock – opportunities such as decorating community areas to fundraising through sponsored sky dives.

Over 10,700 young people have been introduced into volunteering opportunities with local non profit making organisations. Without the support of these young volunteers, we would not be able to deliver crucial services to organisations experiencing limited staffing capacity and restricted funding.

Partnerships have been developed with over 600 voluntary sector organisations enabling a new generation of volunteers to support local charities and the wider community whilst creating a change in the culture of volunteering and how it is perceived.

### EST Youth Volunteering Awards 2011

The Essex Southend and Thurrock Youth Volunteering awards were held at the Clifftown Theatre, in North Road Southend on Tuesday 22nd February. The awards ceremony was organised for young volunteers aged 16 to 25 to recognise their achievements for volunteering in the community.

The categories recognised were, Volunteering in Sport, Team of Volunteers, Mentoring Care and Support, Overcoming Adversity, The Arts, Environment, and Organisation's Champion.

The event was well attended with over two hundred people coming through the doors. Rachel Riley, the Co-host of Television Programme Countdown presented the awards which were attended by James Dudridge, MP for Southend East and Rochford, and the worshipful Madam Mayor of Southend, Anne Holland.



*Guests enjoying a performance from local dance group Kayzer*



*All winners from event*

### A variety of opportunities

Here's what some of the young people have to say about their experience of volunteering:

**'I have enjoyed my time volunteering and hope that I will be able to carry on for many years, it has enriched my life' - Dawn Anderson**

**'An inspirational journey that has motivated me to go on and better myself in life and to help those who need my help' - Alex Bright**

**'In 4 very short months, I have seen a transformation, a growth, and an overall helping hand to a young man once lost but now he is found' - Dean Ashbrook**

## EST V Team Reflections



*v team with Alison Semmence - SAVS CEO and Rachel Riley*

As the vinvolved project drew to a close in March, the V team told of their highlights:

***“We will be sorry to say goodbye to all the young people that have given time to volunteering and boost the image of young people in the area. We have seen many young people make fantastic journeys and develop skills they never thought possible, whilst also seeing some really good ideas become a reality.”***

***“My experience from working with the v team is it is just one part of a larger holistic approach to embedding altruistic values. Youth volunteering has a ripple effect, one small drop of altruism spreading out to the wider community.”***

***“Working for the Southend vinvolved team has been an inspirational journey – ever since our official launch in October 2008 we have been amazed by the amount of remarkable young volunteers around Southend; they give so much time to voluntary and community sector organisations and deserve recognition. We have had over 1500 young people registered with us with is such an achievement: young people of Southend you should be proud!”***

## Turning Tides

The previous Neighbourhood Management project funding ended in March 2010 but thanks to funding from Southend Together, Turning Tides was able to continue albeit in a different and more streamlined way. Although the staff team was reduced the project made a huge impact in the specific areas of operation: Kursaal, Milton and Victoria wards.

For example the wardens:

- provided 5330 hours of visible patrol across the area and made 1027 referrals to partner agencies (an increase of 27% from the previous year!)
- detected and reported 83 cases of obscene graffiti and 421 cases of standard graffiti
- facilitated 2 alley clearances
- joined forces with Essex County Fire and Rescue Service to reach the more vulnerable and isolated residents to refer them for Fire Home Safety Checks (a total of 41 referrals)
- supported 98 vulnerable residents in the community on issues such as housing, anti social behaviour, welfare visits, etc.
- delivered three weekly surgeries for Polish residents linking them with advisors from housing, etc. using the services of an interpreter

### MO Returns

The 2nd Mo Book funded by NHS South East Essex was developed to promote healthy eating. "Happy Healthy Mo" was distributed to all school children aged 6 – 9 in the area to encourage healthy eating. A workshop was delivered in partnership with Waitrose to supplement the book where a total of 24 children learned to make healthy pizzas and desserts, and participate in discussions around myths busting and healthy living.



*Launch of "Happy Healthy Mo"*

## Make your Mark

"Active Citizens" is a pilot programme developed on behalf of Southend Together with representation, at grassroots level, from Turning Tides Wardens. The Wardens engaged with individuals in prescribed streets and identified active community members; these identified residents were supported to build networks and become involved in improving their neighbourhoods.

Active Citizens received personal development training such as confidence building, positive communication, negotiation and creating and implementing new ideas and projects. The project has been a huge success with 14 residents from Southchurch Rd and York Rd signing up for training.

***"The training we undertook has helped us to clarify direction and priorities; it was what it said on the tin. The level of commitment is an individual thing which makes it more appealing. We have now launched our group "Viva Valkyrie" and I feel the dynamics have changed. Looking back there are lessons to learn and commitment needed to take us further using the positives we have experienced."***

***Rik – Active Citizen from Valkyrie Rd***



**MAKE YOUR MARK**  
**Southend's Active Citizens**



**Belly Dancers at International Women's Day (IWD)**

### Junior Wardens

During the year three successful groups of Turning Tides Junior Wardens completed their training with us.

The course aims to help raise aspirations, provide positive role models and teach good citizenship. Participants received an induction and spend time learning about Turning Tides and conducting environmental patrols with Turning Tides Wardens.



**Junior Wardens presentation at Sunflower Eateries**

They visited the Police Station, Fire Station and Lifeboat Station, where they learned about the role the services plays in the community. They gained First Aid skills provided by the British Red Cross and participated in Drug & Alcohol Awareness training with the Young Persons Drug & Alcohol Team and finished by taking part in a community project.

### High Sheriff Nomination for Bill

Turning Tides Team Leader, Bill Pardon received a certificate of recognition at the annual High Sheriffs' Award Ceremony. The Award recognises valuable service to community safety and Bill was nominated by Cllr Nigel Folkard for the work he carries out in Central Southend.

Congratulations Bill from Turning Tides and SAVS!



**Bill from Turning Tides receiving a High Sheriff Award**

### Step Forward Course

"Step Forward" was designed to help people make the most of their existing skills, pick up some new ones and plan some positive changes for themselves and their families.

In total, 23 participants attended the three "Step Forward" courses delivered during 2010/2011 learning diverse skills such as Indian head massage, reflexology, budgeting, stress busting and volunteering.



**Step Forward participants receiving their certificates**

## Capacity Building in the Third Sector 2010 - 2011

This project was funded under the Economic Participation Programme, two key elements of the project were the training programme and health checks.

### Advance Training Programme

This year we ran 18 different training courses designed to equip volunteers, trustees and those working in the Third Sector with additional and appropriate skills. Working in partnership with Southend Adult Community College and Voluntary Sector Training we were able to offer the usual courses such as Food Hygiene, First Aid and Manual Handling, plus new sessions such as Preparing Tenders, Project Management and Introduction to Commissioning.

Feedback from the 80 learners who attended the courses was excellent with all of them reporting they had increased their knowledge and skills.

### Organisational Health Checks

We offered Health checks to enable organisations to assess how they were doing, how their governance arrangements were working, whether they had the right policies and procedures in place and to help them identify any training needs. This information told us there was a need for trustee training and so we ran Bite Sized training events to cater for this. Forty three organisations took up the offer of the Health Check process.



*Forum meeting in full swing*

### Case Study

One member organisation wrote to summarise the benefits they felt their organisation, its members and the wider public had gained from the Health Check and subsequent training opportunities.

**“The review was conducted in a friendly and helpful manner and the report was easy to follow.**

**My committee was a bit surprised when I informed them that I had taken up your offer of a review of how our club is managed in view of the type and size of club we are.**

**Your results have demonstrated to our committee that we are a well organised club.**

**Having an outside organisation review our finances, policies and procedure has given them both confidence and security in what we do bearing in mind we are all volunteers.**

**The review was conducted in a friendly and helpful manner and the report was easy to follow.**

**At our last committee meeting two members were tasked with writing a process to bring our Amber mark up to Green as per your recommendation.**

**Without the review would not have been aware of any improvements we needed to make.**

**In this current economic climate being able to enrol several of our members in both the Food Hygiene and First Aid Course through your bursary scheme has been invaluable.”**

## Community Forums & Partnerships

### Forums

The year of 2010-2011 was one of change for the Forums. A new format was established during this year and four new Forums were formed in line with Southend Together's Key Strategic Partnerships (KSPs). The more streamlined forums which encompassed the previous ones were:

- Children & Young People's - 127 members
- Health and Wellbeing – 88 member
- Safer and Stronger - 67 members
- Thriving Communities – 65 members

Chairs and Vice Chairs along with Representatives and Deputy Representatives were elected for each forum from the membership; they then formed a group which met to steer their Forums' agenda through the year.

The Representatives had varying success in taking up their places on the corresponding KSPs, the key successes being representation on the Children's Partnership Executive and the Enterprise and Community Environment Partnership.

Attendance at the forums averaged at around 30 per meeting with approximately 16 different organisations being represented.


These meetings all followed a similar format with a speaker on a subject relevant to the forum, often from the KSP, followed by a discussion workshop and additional information from other Forums and KSPs. Topics included various plans and strategies e.g. Housing, Transport, Dementia, Multi-Agency Carers Children's Partnership/communications, workforce development, SAFE network.

A regular Forum Newsletter, updated after every session, reflected the subjects covered and the issues raised and was available for members and partners as well as published on the SAVS Forum website pages.


Feedback was collected regularly at meetings and some comments included –



**“Great forum and of critical importance to the sector”**



**“Continuously we find out that many services / Organisations face the same issues and can provide ideas/support to help solve them”**



**“Gave me an insight on what services and groups make up the different strategies”**

### Partnership Working

During 2010-2011 SAVS Partnership Development Manager attended around 40 Southend Together Key Strategic Partnership (KSP) meetings. They were mainly groups within the Children's Partnership but included, amongst others, some from the Stronger Partnership, the Equalities Board and the Compact.

During the year the partnership work included supporting the previously mentioned Chairs and Representatives to carry out their role through regular meetings and a training session. However, it was disappointing that during this year the Southend Together Partnership changed considerably and the KSPs did not continue to meet and therefore some of the Representatives did not have the opportunity to take up their places.

## Children's Workforce Development Council Project

SAVS, working in partnership with Southend's Children and Learning Partnership funded by the Children's Workforce Development Council (CWDC) undertook a project to carry out research and provide a directory of Children and Young People's Services in Southend on Sea.

We contacted as many as possible Children & Young People's organisations with the purpose of identifying workforce data statistics (as at March 2011). At the same time and where appropriate, the groups were given advice on or signposting to training and were also offered a free entry in a simple Children & Young People's directory.

The information gained was shared with the Children and Learning Partnership and included data both useful and pertinent to the Partnership.

For instance:

- About half of the groups interviewed have been running for more than 15 years
- Many organisations felt that the male role model was a missing link and so they would welcome more male volunteers
- Whilst 6 out of 10 organisations said they put aside a training budget a further 4 out of 10 had no money dedicated for training at all! Despite this most groups offered some level of training qualifications to their staff/volunteers.

In addition to the research and the compilation of the directory several training courses were organised at SAVS in partnership with Southend Children and Learning.



**CWDC meeting**

## Case Study

"At the Children and Young People's Forum in May 2010, following a presentation on The Role of the Lead Professional, a discussion took place where it was identified that further training on the Common Assessment Framework (CAF) would be beneficial to groups.



**CAF Training**

This information was taken by the Forum Representative to the Children's Partnership Executive who agreed that training should be undertaken in partnership with Southend Children and Learning. Subsequently at the Local Safeguarding Children's Board a report was heard on the poor quality of referrals to the Borough Council.

Following this, a series of three training courses were set up that incorporated both the CAF process and good practice on completing referrals, a total of 45 individuals from 20 groups underwent the training.

All of these courses were fully attended and the majority of participants said they strongly agreed that the training was useful and benefitted their organisation with many rating it excellent or very good.

The training was funded through the CWDC project as the purpose was the development of the children's workforce."

## SAVS Staff April 2010 - March 2011

<b>Alison Semmence</b>	Chief Officer	
<b>Janet Gordon</b>	Café Supervisor	
<b>Andrea Weeks</b>	Finance Officer	
<b>Edwina Mitchell</b>	Information Officer	
<b>Barry Millar</b>	Funding Development Officer	
<b>George Polley</b>	Caretaker	
<b>Chris Silvey</b>	Media and Communications Manager	
<b>Amie Elliott</b>	Involved Senior Youth Volunteering Development Manager	
<b>Alison Lawrence</b>	Café Assistant	
<b>Louise McIver</b>	Involved Youth Volunteering Development Manager	
<b>Philip Bartlett</b>	Caretaker	
<b>Anthony Quinn</b>	Neighbourhood Warden Supervisor	
<b>Hayley Duff</b>	Neighbourhood Warden	
<b>Linda Marchant</b>	Neighbourhood Warden	
<b>David Preston</b>	Neighbourhood Warden	
<b>William Pardon</b>	Neighbourhood Warden	
<b>Julie Newman</b>	PA to Chief Officer	
<b>David Robb</b>	Finance Manager	
<b>Celia Clark</b>	Partnership Development Manager	
<b>Amber Smee</b>	Volunteer Centre Administrator	
<b>Samantha Chapman</b>	Café Assistant	
<b>Anne Ronan</b>	Involved Youth Volunteering Development Manager	
<b>Daniel Turpin</b>	Involved Youth Vounteering Advisor	until 16.4.10 and from 21.9.10
<b>Caroline Chapman</b>	Involved Youth Vounteering Advisor	until 11.4.10
<b>Caroline Chapman</b>	Involved Youth Volunteering Development Manager	from 12.4.10
<b>Maryon Pape</b>	Involved Youth Vounteering Advisor	
<b>Tracey Walker</b>	Involved Youth Volunteering Development Manager	
<b>Charles Smith</b>	Involved Youth Volunteering Development Manager	until 9.4.10
<b>Joanne McPherson</b>	Involved Youth Volunteering Development Manager	
<b>Claire Bowley</b>	Involved Youth Vounteering Advisor	
<b>Maria Dare</b>	Café Assistant	
<b>Chris Sternshine</b>	Neighbourhood Management Performance and Programme Manager	
<b>Janet Shuttlewoth</b>	Involved Administrator	until 22.9.10
<b>Emily Middlemast</b>	Volunteer Centre Manager	
<b>Jonathan Crowe</b>	Community Forums Development Officer	until 21.4.10
<b>Lucy Chipperfield</b>	Involved Youth Vounteering Advisor	until 2.4.10
<b>Wendy Mayo</b>	Involved Youth Vounteering Advisor	
<b>Heather Ward</b>	Neighbourhood Management Administrator	from 6.4.10
<b>Karn Goodchild</b>	Involved Youth Vounteering Advisor	from 4.5.10 to 10.9.10
<b>Karn Goodchild</b>	Involved Administrator	from 4.10.10
<b>Janet Axcell</b>	Community Forums Development Officer	from 4.5.10
<b>Kathryn Kinch</b>	Admin Support	from 12.5.10 to 31.12.10
<b>David Booth</b>	Involved Youth Vounteering Advisor	from 1.6.10
<b>Rebecca Chapman</b>	Café Assistant	from 5.7.10 to 31.12.10
<b>Rachel Rooks</b>	Supported Volunteering Support Worker	from 19.7.10
<b>Michele Gowan</b>	Supported Volunteering Administrator	from 19.7.10
<b>Lee Bagnall</b>	Neighbourhood Warden	from 26.7.10
<b>Ingrid Harvey</b>	Third Sector Development Officer	from 4.10.10
<b>Caroline Turpin</b>	Café Assistant	from 25.1.11

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