



Active Citizens receiving their certificates after completing the training course

Alison's Q&A

Page 3-4

**Volunteering for the
Essex Ambassadors**

Page 5

**Read some
Inspirational Case
Studies on
Pages 11-12**

**SAVS
launch refurbished
cafe**

Page 2

**Turning Tides
Update**

Page 14-15

Editorial



We have had an exciting summer at SAVS with lots happening to keep us busy.

One of the highlights has been a new opportunity to work with Essex County Fire and Rescue Service to recruit volunteers to carry out Home Fire Safety Visits. By working with us and our members, we hope the Fire Service will be able to reach people they have traditionally found hard to contact, with fire safety messages. If you or your group works with vulnerable people, people over 65 or those from Black and Minority Ethnic communities and they would like one of our volunteers to visit to carry out a Home Safety Visit and fit a smoke detector free of charge, please contact us with their details.

We are delighted to be involved in the London 2012 Olympic Games by co-ordinating the volunteer recruitment for the Essex Ambassadors across Essex, Southend and Thurrock. The Essex Ambassadors will welcome visitors to Southend and Stansted Airports and carry out a steward type role at the various Sparks Will Fly events across the county.

We have just completed a bid to the Transforming Local Infrastructure Fund which, if successful, will give us additional resources to support the Voluntary and Community Sector in a number of ways; one of which will be to develop closer relationships with the private sector in Southend. We will keep you posted.

Finally, you will by now have received the Commissioning Prospectus from Southend Borough Council with details of the support they are offering as you complete your bids. If you do need any help from SAVS please let us know and we will be happy to help as far as we can.

Best wishes
Alison

Alison Semmence
Chief Executive Officer

Contact Information

**SAVS 29-31 Alexandra Street,
Southend-on-Sea, Essex, SS1
1BW**

Email - info@savs-southend.co.uk

Call - 01702 356000
Web - www.savs-southend.org

Café Launch

SAVS decided to give its café a much needed refurbishment. We launched it last month and Amie Elliott writes a report on the event.



On Friday the 9th September, local businessman Mr Phillip Miller officially opened the newly refurbished and branded 'Ssh The Secret Café' within SAVS.

Over the last 6 months the team at SAVS have worked hard contacting local businesses and individuals within Southend to ask for help, advice and funding to refurbish and create a new identity for our community café. Over £4,000 has been received from Cory Environmental Trust and Rosca Trust for new essential catering equipment such as an oven, dishwasher and grill.



Phillip Miller officially opening Ssh The Secret Cafe

Time has been donated from kind hearted people such as local painter & decorator Decorus as well as Jeff De La Mura from Fuse Marketing and James Staines, a graphic designer from Southend who has created the new brand and helped supply signage. Wilkinsons, Marks & Spencer &

Homebase have also helped by donating vouchers for new equipment.

The Café is now a warm, welcoming and exciting place for local people to come for something to eat, drink and meet their friends or order takeaway lunches. The revised menu offers high quality food at affordable prices and can offer birthday party packages for people of all ages and all budgets. Volunteers, many of whom have learning difficulties or mental health issues, continue to be an integral part of running the café.



Guests enjoying the opening event

This has been a real example of how people from the local community have come together and volunteered their time, effort and expertise to help support local services as described in the Government's aspirations for the Big Society.

***Amie Elliott
Business Development Manager***



Alison is back answering questions from our members. If you have any questions you would like Alison to answer please email them to

info@savs-southend.co.uk

Q. We are finding we are being approached more often by ex-offenders who want to volunteer for us. We are uncomfortable with this - do we have to take them on?

Firstly you have to bear in mind that for many people with a criminal conviction, the nature of their offence will have no bearing on their ability to volunteer.

There are several good reasons as to why you should take on ex-offenders as volunteers, not least because they will expand your volunteer base, could bring specific skills and demonstrate your commitment to equal opportunities and diversity.

You should consider the suitability of the volunteer to the role you have (ideally you will have a role description and person specification which will help with this), then you need to consider the relevance of the offence, the risk the volunteer might pose and the setting in which the volunteering will take place.

Amongst other things you need to think about whether the conviction is relevant to the volunteering opportunity.

For example, if the conviction is for theft, the role of operating the till in a charity shop might not be suitable. How serious was the offence? How long ago did it take place? How old was the applicant when they committed the offence? What was the sentence? What is the offender's attitude to the conviction? Are they remorseful?

If you are reassured by the answers to these questions, then the presumption may be that the offender does not pose a risk. References should be taken up, as normal, and referees can be questioned where necessary to enable you to make your decision.

Further information and guidance about this can be found at www.volunteering.org.uk

Q. Our organisation is thinking about involving volunteers but we are not sure if we should be developing a Volunteer Policy or a handbook. What do you suggest?

I suggest you do both! A Volunteer Policy is an overarching document which demonstrates your commitment

to involving volunteers and shows you have thought seriously about it. It sets out how you will work with volunteers, why their involvement is important to your organisation and contains other policies (or references to other policies) such as Health and Safety, Recruitment, Expenses, etc.

The Volunteer Handbook on the other hand contains information that will be helpful to volunteers as they go about their day to day role. In a nutshell, the Policy will tell them what your organisation's approach to volunteer expenses is, and the Handbook will tell them how to go about claiming them.

Further information can be found at www.savs-southend.org

From the Top

Community Safety Priority Leadership Group

The Community Safety Priority Leadership group is a thematic partnership within the Southend Together Local Strategic Partnership. It has replaced the Safer Board and came into being during the summer of 2011.

The purpose of the Group is to provide a forum by which partners can work together to plan and deliver community safety services for the community of Southend.

The Group has several aims such as:

- develop a strategic approach to reduce crime and disorder in Southend on Sea
- promote partnership working
- support community engagement and consultation work in relation to crime and disorder issues
- maximise resources by, for example, sharing (pooling) budgets.

Remember to send your questions to Alison at

info@savs-southend.co.uk

and header your email with Alison's Q&A

The Group is developing a Crime and Disorder Partnership Plan to address priorities for the town.

In addition to the above duties, the Group also acts as the Management Board for the DAAT (Drug and Alcohol Action Team) and the YOS (Youth Offending Service).

Membership of the Group includes Police, Fire, Proabtion, NHS SE Essex, CEO of SBC, Cllr reps from Police, Fire, SBC and CEO of SAVS.

The content of the meetings is varied and includes reports from the Domestic Abuse Group, the Night Time Economy Group, the DAAT, YOS, Integrated Offender Management, and performance reports from the CDRP about the incidence of crime in Southend.

If you have any questions regarding the above please contact Alison on 01702 356001.

2012 Olympic Volunteering

Essex Ambassadors

SAVS is very excited to be working with Essex County Council in recruiting volunteers for the London 2012 Games! Volunteer Centres across Essex are on the look out for people age 16+ , who live and work in Essex and are willing to be the 'face' of Essex. Confident and patient volunteers are needed to give a warm welcome to visitors from all over the world as they arrive at the many transport hubs on their way to Olympic and Paralympic events. Events such as the Hadleigh Farm Olympic Mountain Bike competition and the Olympic Torch Relay will all need volunteers to act as Stewards and the Volunteer Centres will be short listing the applications during November and December.



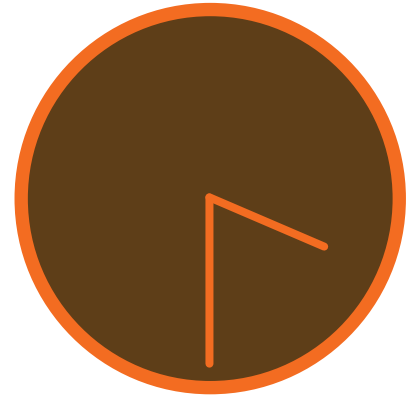
The successful applicants will need to commit to 6 sessions of 5 hours volunteering between May and September 2012 and in return will receive full training, a free uniform, have something interesting to put on their CV and most of all have the chance to be part of the London 2012 experience!

**To apply go to www.essexlegacy.org
- You need to get your application in by
30th November**

Essex
Ambassadors



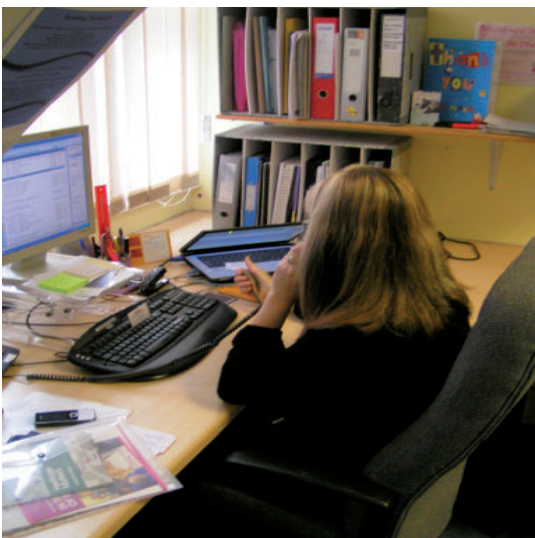
A day in the life of Jo McPherson



Our second member of staff is Jo McPherson, Commissioning, Procurement and Funding Officer.

9.30am

Arrive at work and have a chance to check my emails and messages before our team meeting. Check my notes on what I have planned to do for the day; the list is always full, today it is looking for funding for a new IT system for a group. I start my search using grant finder. At SAVS we have several licensed search engines which we pay to use and are available to all our members.



Jo busy at work looking into funding for our members

9.45am

I go down to the café to attend the morning coffee meeting where we exchange information on what each member of the SAVS team is up to that day. Hayley, co-ordinator from the Triple T's Youth project asks me about funding for some games equipment for the young

people (another item is added to my list). That is the variety of my role, small groups need funding as do large groups.

10.00am

Meeting over I return to my desk and pick up a new email regarding a tender opportunity around social health. It is important to let our voluntary groups who may consider tendering know about this as soon as possible. I temporarily leave my list to put together an email and send out to organisations, reminding them within the email to consider consortia applications.

It is really quite exciting times as the public sector looks more set to procure services from the voluntary sector. Southend Borough Council are being very proactive and are a planning a procurement event so remember to check your emails as SAVS will send out details as soon as confirmed.

10.30am

Back to the IT bid, checking the guidelines of each funder thoroughly to ensure the group and project meet the criteria before applying is even considered. The funding report is compiled and put to one side for tomorrow's meeting.

11.00am

A group has bought in their funding application form for me to look at before they submit it. I make a few notes as I go through the application..... an acronym has been used so I make a note for this to be taken out and fully written, remember the application form needs to be clear to the person reading it. I always think that if I know nothing about the project at the start but have a full and concise understanding by the end of reading the application then so will the funder! It is so important that detail is checked thoroughly before submitting a bid, making sure all documentation requested is enclosed. So many excellent, well written bids end up being unsuccessful simply because the submission was incomplete.

12.00pm

Lunchwhat lunch...no time for lunch but I do nip down to our nice new café and buy a 'not very good for you' cupcake....

12.30pm

I meet with a newly formed group who are following their action plan and today's meeting is to look to develop their policies. Model policies are available and can be adapted and adopted. Policies are not only a sign of good practice but some are a legal requirement.

2.30pm

I am off to visit Futures College. I arrive thinking what a friendly place as the receptionist has come out and greets me with a wave, I wave back and she waves more, how friendly, as I near I see she is shouting something so I open my window. 'this is not the entrance' (I must admit I thought the gate was small).

Having parked in the 'appropriate' area I meet with Paul Evans, a very amicable person with an outstanding amount of vision for the new college. Paul explains 'Futures are very keen to engage with the local community'. So voluntary groups, if you are looking for a place to run some sessions or engage in the local area then please get in touch with me and I will pass your details onto Paul.



Jo meeting with one of our members

4.00pm

A last chance to check my emails, adjust my 'to do list' crossing 2 off the list and writing 4 new additions before I leave for the day with my head buzzing with all the brilliant ideas, innovation and passion that the voluntary groups I have met with today have left me with.....

Watch this space

**Rachel Rooks - Supported
Volunteering Project Worker
will be our next 'day in the life'**

in our next newsletter!

Third Sector Voice -

Third Sector Voice has officially started. Jan Axcell, our very own Community Development Officer, tells us about the first assembly meeting.



The Assembly, the first big event for the Third Sector Voice, took place on Wednesday 29 September at the Tickfield Centre with an active and full agenda to match the buzzing atmosphere around the meeting room.

With more than 50 people attending, it was gratifying to hear many positive comments from delegates who expressed an appreciation and a wider understanding of the commissioning strategy and associated matters currently concerning the voluntary sector.

“Gave good understanding of where we are and where we need to be for our clients”

A range of presenters gave a viewpoint on the Big Society and Localism and we were extremely please to welcome Martin Johnson from the Isle of Wight Council whose upbeat and engaging presentation gave the audience much food for thought.

This was borne out by the range and number of questions that were posed to a mixed panel, although as is often the case we ran out of time on the day and agreed to distribute the remaining unasked questions to our Panel. Responses will be available in due course on the SAVS website.

In addition, it was really constructive to hear from colleagues from RCHL assisting

clients with ‘direct payments’. This area of the benefits system is still a mystery to many, even in the third sector, as commented on later by one delegate; so we hope that more connections were made and contact bridges built between organisations.

The afternoon session had an informal focus with four workshops discussing information assessed during the morning and enabling mixed groups to put their points of view and consider how the Third Sector can best equip itself and be prepared to engage in the future.

“Good to hear about possible directions and how working together would benefit us”

Keep updated on the output from this and future events at <http://www.savs-southend.org/voice>



Funding Facts

Commissioning, Procurement, Contract, Tendering, Grants,lets cut the jargon..... and get down to the nitty gritty....



Commissioning

This is the name given to the process which the public sector assesses, identifies, develops and then purchases a service. Often called the commissioning cycle as it is an on-going process of monitoring, reviewing and re-shaping and re purchasing services.

Procurement

This is the 'posh' word for the buying or purchasing of services. Procurement is the 'purchasing' element of commissioning.

Procured = bought/purchased.

Contract

When a service has been identified and needs to be 'procured' a 'contract detailing the service will be written. A contract will be very prescriptive about the services to be delivered.

Once the contract is ready it will be 'put out to tender' (The difference between contracts and grants – see below.)

Tendering

When a contract is written detailing services to be purchased, organisations will be able to bid (apply) to be a potential supplier of the service (This part of the process can differ between open and closed tenders – see below.)

In the application the organisation describes how they will deliver the service. If you are interested in applying then you may need to complete a PQQ

(Pre-qualification Questionnaire) in which you may need to provide such detail as your finances, experience and references. For lower value contracts a standard questionnaire may be used to decide if you qualify to apply.

The contract will be awarded to the 'best value' bid – this does not necessarily mean the 'cheapest' !

The bidding document that you submit is your opportunity to show that you have the skills, experience and organisation to meet the tender's requirements



The difference between open and closed tenders

Open tenders allow any organisation (supplier) to bid to deliver services. Closed tenders invite selected organisations (suppliers), who have been identified by the organisation purchasing to most closely meet the requirements of the service being purchased.

The difference between Contracts and Grants

Grants – historically voluntary and community organisations have received grants from public sector organisations where the VCS have proposed a project, completed a grant application and received funding to deliver the project.

The funding agreement between the funder and the organisation is not usually legally binding, but there is the expectation that the terms of the grant will be followed and provision of receipts and project reports are often expected.

Contracts – Delivering services under contract is very different to grants and has legal implications for groups. One of the main differences is that you will be delivering services that the public sector organisation has specifically identified.

The Safe Network

Our Voluntary and Community Sector Organisations in Southend have a wealth of knowledge and experience and so are well placed when it comes to the welfare of children and young people. Whatever the activity, whether teaching, caring, providing leisure activities or enjoying life in general either indoors or out, there is and will always be a need to ensure that any work with children is safe and compliant with legislation.

The SAFE Network Standards is a set of guidelines which ensures that safeguarding children is made easier and more straightforward; these standards are very much supported by the Southend LSCB. They are national core standards designed for voluntary and community organisations which are accessible and easy to use and are totally suitable even for smaller groups – so start working on your safeguarding practices today by visiting www.safenetworks.org.uk where you will find a wealth of information to support and guide you.



Volunteer Insurance Pledge

Motor insurers have pledged not to charge extra premiums for volunteers who want to use their cars to help their local communities.

Fifty-four insurance brands, representing 85 per cent of the motor insurance market, have signed up to the commitment, according to the Association of British Insurers.

Volunteers currently have to tell insurers about their volunteer driving because some companies do not accept it as “social driving” and charge more. The commitment will apply to private car insurance policies for policy holders’ own vehicles.

This was one of the concerns highlighted in *Unshackling Good Neighbours*, the recent report by Lord Hodgson’s Big Society Deregulation Taskforce, which was set up to investigate ways of reducing the burden of bureaucracy on charities.

Supported Volunteering Case Study

“I was introduced to SAVS as a result of my attendance at the Human Resources (Occupational Therapy) Department at the Taylor Centre in Southend.

At this time I had no confidence and was very nervous of having to do anything which required me to do any form of work, even though my hopes were strengthened at this time by my halving my medication to treat my psychosis. But I was still lacking in confidence, worried and nervous.

My meeting with Rachel (Supported Volunteering Project Worker) however was a success. Her understanding, communication skills, enthusiasm and bubbly personality helped me feel uplifted.

As time went on, not only did I look forward to the next meeting, but thanks mainly to Rachel’s organisational and communications skills, I felt much more confident about jumping in and taking up voluntary work.

My first experience at doing anything in the form of work after 37 years of hardly doing a thing, was when Rachel and Michele volunteered us (group of volunteers) to do a days fundraising for a local homeless charity in Southend High Street. I was very nervous and had prepared myself for the eventuality that I would collect hardly any money. Rachel and Michele, by being there, gave me confidence and I not only collected a lot of money for the charity but spoke to a lot of people. Rachel and Michele were stationed opposite so I felt comfortable. This was an important day for me and helped me make the final step towards taking up a voluntary position.



The idea had been with me for some time, that I might be able to do something in connection with working with the elderly or befriending. Rachel notified me that there was a ‘reminiscing’ position at Raymond House in Southend. – a Jewish Residential Home. I went for an interview accompanied by Rachel and achieved a good chemistry with the Manageress of Raymond House. In the subsequent weeks, on Wednesdays, I assisted Rita, the activities lady – herself a volunteer, doing sing songs, quizzes, playing games. The work was hard and tiring – but rewarding”.

“Don’t let barriers get in your way, I didn’t and am now much happier and more confident. Go for it!”

Gerry Taylor - Supported Volunteer

Volunteer Centre Case Study



“16 months ago I started working for Jewish Care, a charity that offers help, support and care for the Jewish community; it operates with 1/3 paid staff and 2/3 volunteers. I embarked on my new role as community development worker with a lot of enthusiasm but no volunteers. I had heard great things about SAVS from a family member and although the organisation had made contact previously, we had not had the opportunity to set anything up yet.

I got in touch with Emily Middlemast and she and Rachel Rooks came down to the centre for a chat and to see what our needs were and how we work. We were soon registered and haven't looked back since!



Our requests have been varied from Tai Chi instructor, Arts & crafts tutor, bridge instructor to hot drinks facilitator, what ever we have asked for the SAVS team have done their level best to find for us.

I now have a brilliant team of around 20 volunteers from a range of backgrounds and together we bring a lot of joy, laughter and new experiences to a wider group of people.

Some of my original volunteers have moved on to new projects but not before leaving a very positive legacy behind them. Having been a volunteer myself I know exactly what they mean when they often say “I feel I get so much more out of volunteering than I put in”, even when their contribution has been vast.

People volunteer for many different reasons and the cross section that SAVS can reach means that most roles can be filled. We have been sent volunteers that may have their own problems and by working as a team with us they have often benefited themselves from the experience, so it is very much a win win situation.

I was very honoured to receive an award from Jewish Care for excellence in volunteer management, which I would never have even been considered for, without all the hard work and help that I received from the whole SAVS team, especially Emily, who has been so patient with my often over zealousness in wanting to get all my projects off the ground straight away.

I truly do not think I could have offered anywhere near as many activities or events without SAVS and I look forward to working with them for many years to come.”

Freda Harris
Community Development worker
Jewish Care, Southend & Westcliff
Community Centre.

‘Oh No Mo’

Turning Tides have launched there 3rd book of the Mo series below Anthony Quinn tells us all the developments.

NHS South East Essex, Turning Tides and Olympus KeyMed launched the third ‘Mo’ book aimed at children aged 6-10. ‘Oh No Mo!’ gives road safety messages to children and their parents and was launched at two special events in October.

At the first event, Hannah Frazier (aged 11) received the prize for winning the competition to name the third ‘Mo’ book. Hannah won the overall competition to name a new children’s book about road safety with her title ‘Oh No Mo!’

This new children’s book has been produced by Turning Tides, a project managed by Southend Association of Voluntary Services. Its publication has been funded by NHS South East Essex and Olympus KeyMed.

Hannah was presented with the first copy of the new book, an original print from the book signed by the illustrator John Bulley, and a camera, donated by Olympus KeyMed who are co funding the publication of this book.



Winners of name the book competition

A second launch event took place a few days later, when children from local schools within the Turning Tides area (St Mary’s, Sacred Heart and Porters Grange) attended a special reading of the book by Southend Mayor, Cllr David Norman at Southend on Sea Borough Council’s Chamber. All children attending also received free copies of the book.

The competition was organised with the Triple T’s club with children being asked to come up with a name for the book.



Mayor of Southend and Children at the Book reading

Anthony Quinn, Turning Tides Manager said: “This is a great example of a strong partnership with NHS South East Essex and Olympus KeyMed achieving common goals together; we are delighted to be able to engage many children living in the Turning Tides area with the road safety message. We hope the children will enjoy the book and it will provoke discussion and positive change in their attitudes towards road safety.”

Active Citizen Celebration

The Active Citizen Project in partnership with Southend Borough Council is going from Strength to Strength! Below is the round up of the Active Citizen Celebration

The Active Citizen Programme 'Make Your Mark' is a pilot programme developed on behalf of the LSP (Southend Together) with representation, at grassroots level, from Turning Tides Team Leaders Hayley Duff and Lee Bagnall.

Our Team Leaders engage with individuals in prescribed streets and identify active community members. We are currently engaging in St Luke's ward.

These identified residents are supported to build networks and become involved in improving their neighbourhood.

Active Citizens also receive personal development training from Southend Adult Community College.



Active Citizens receiving their certificates

The program is now 12 months old and 24 Active Citizens have taken the opportunity to get involved across Southend.

To acknowledge this success Turning Tides organised a Celebration held at the 'Big Society Department Store' in Hamlet Court Road. The event brought together Active Citizens, Turning Tides, Southend Together and Southend Adult Community College (SACC) to share the experience and strengthen the network.

Active Citizens each received a certificate presented by Steven Lay, Principal of SACC. The catering and premises was provided by active citizens Loveletta Mbandla and Eileen O'Connor.

Stephen White an active citizen in Chelmsford Ave said "being an active citizen has brought people in our street closer together and gets us talking and sharing ideas. It can be challenging trying to improve things but it's very rewarding getting things done which make it a better street to live in".

Hayley Duff, Turning Tides Team Leader said, "I have enjoyed meeting and supporting people that really care about the place they live and through supporting each other things can be achieved for the better".

Active Citizens are trained and active in Valkyrie Road, Southchurch Road, York Road, Westborough Road, Chelmsford Avenue and currently training in St Luke's Road.

Triple T's

Triple T's held a Tea Party to raise some money for the Triple T's Club. The event was a massive success, Hayley tells us about it below

Turning Tides Triple T's recently organised a Tea Party held at the Unitarian Meeting House. The day was open to all and a range of activities for the children were planned.

There was a raffle with prizes donated by local businesses, face painting, arts and crafts table, colouring competition, football coaching with refreshments and cakes available to purchase.



Triple T's Tea Party in full swing

The cakes had been baked earlier in the week by children, parents and volunteers! The day was a huge success with over 100 people attending the event and £260 was raised for the Triple T Clubs.

Triple T's Team Leader, Hayley Duff said, "The day could not have been such a success without the efforts of the children, parents and volunteers. They all worked so hard and put on a great event. Thanks so much to everyone. We also had terrific support from local businesses and partners and I would like to give them a big thank you too".

The event was supported by the following Central Southend businesses and partners:

Boots, NOSH, Nelly's Sweet Shop, Wilkinsons, Toy Master, Grateful Heads, Trade Counter, Homebase, Southend United, Starbucks, Peacocks, Jessops, ASK, Thorntons, Nandos, SAVS Cafe, Sarah from Southchurch Road Plaza and Garry Leggett of the Unitarian Meeting House.

A big thank you from everyone at Turning Tides and the Triple T's!



The busiest stall of the day! The Cake Stall

Norman Bright
Heating Engineer and Plumber
Gas safe registered no 206613



Heating and Plumbing

Check out what
satisfied customers say
on....



- Written quotes
- No silly prices
- 10% off with this advert
- Discounts for charities

General heating and plumbing
Boiler Servicing
Power flushing
Installation of Cookers
Land Lord Certificates
Unvented Cylinders
Bathrooms

- Advice is **FREE** ! - just text, email or call me. If I can help you with your problem without visiting you I will !

Phone: 07973 854 834
E-mail: normbright@btinternet.com
www.normsplumbing.co.uk

Membership Benefits

£50 for all charities who refer property sales that complete to Think Property sales & lettings

5% discount for charities by Decorus Decorators 01268 682585

5% offer for members from www.gas-rite.org.uk

10% off orders over £50 with Recognition Express Essex

To take up any of these offers or to become a member of SAVS please contact Dan Turpin on 01702 356021 or email info@savs-southend.co.uk

Would you like to see your advert on this page?

To find out about our costs and more information call 01702 356000 or email info@savs-southend.co.uk

“The information on legal topics in this newsletter is provided for information purposes only, and is not a full or definitive statement of the law. Reasonable efforts are made to ensure it is accurate and up to date, but no responsibility for its accuracy and correctness, or for any consequences of relying on it, is assumed by the author, editor or SAVS. The information does not, and is not intended to, amount to legal advice to any person or organisation on a specific case or matter and is not intended as a substitute for professional advice.”