

# **Surrey CVS/VB Network**

**Supporting all Councils for Voluntary Service  
and Volunteer Bureaux in Surrey**

## **Annual Report &**

## **Accounts**

**2004-2005**



# Surrey CVS/VB Network

Supporting all Councils for Voluntary Service and Volunteer Bureaux in Surrey

## Annual Report for the period April 2004 to March 2005

The Surrey CVS/VB Network, co The Star Centre, Rear of the Library, 14 Gresham Road, Oxted RH8 0BQ is an unincorporated association. The Network's governing document is a constitution created in November 2003.

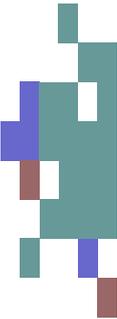
The Association is administered and managed by an Executive Committee whose members are the trustees of the Network, constituted by clause 7 of the Constitution of the Surrey CVS/VB Network.

The Network's objects are:

to promote any charitable purposes for the benefit of the community in the County of Surrey (hereinafter called "the area of benefit") and, in particular, the advancement of education, the protection of health and the relief of poverty, distress and sickness.

to promote and organise co-operation in the achievement of the above purposes and to that end to bring together in council representatives of the councils for voluntary service, independent volunteer bureaux and Surrey Community Action within the area of benefit.

The appointed Trustees, Network members and Staff during the year were as follows:



### Executive Committee

Chairman **Andy Parr** (General Manager, Tandridge Voluntary Service Council)

Treasurer **Heather Cook** (Chief Officer, Runnymede Association of Voluntary Services)

**Priscilla Austen** (Bureau Manager, Voluntary Action Elmbridge)

**Arthur Birkby** (Chairman, Runnymede Association of Voluntary Services)

**Sarah Clarke** (Manager, Voluntary Action in Spelthorne)

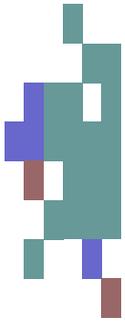
**Bob Frisby** (Director, Central Surrey CVS)

**Lesley Kitchen** (Director, Woking Association of Voluntary Service)

**Lynne Loving** (Manager, Reigate & Banstead Council of Voluntary Service)

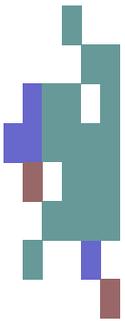
**Kate Peters** (Manager, Guildford Association of Voluntary Service & VC)

**Jean Robert-Jones** (Chief Executive, Surrey Community Action)



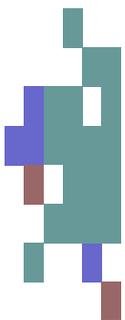
## Network Officer Members

- Priscilla Austen** (Bureau Manager, Voluntary Action Elmbridge)
- Sarah Clarke** (Manager, Voluntary Action in Spelthorne)
- Heather Cook** (Chief Officer, Runnymede Association of Voluntary Services)
- Sally Dubery** (Assistant Director, Central Surrey CVS)
- Christine Furneaux** (Manager, Voluntary Services Surrey Heath)
- Zoe Gasson** (Administrator, Farnham Voluntary Service Council)
- Kathy Grace** (Manager, Haslemere & District Volunteer Bureau)
- Lesley Kitchen** (Director, Woking Association of Voluntary Service)
- Lynne Loving** (Manager, Reigate & Banstead CVS)
- Andy Parr** (General Manager, Tandridge Voluntary Service Council)
- Kate Peters** (Manager, Guildford Council for Voluntary Service & VC)
- Abby Thomas** (Head of Communities Team, Surrey Community Action)



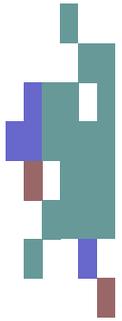
## Network Trustee Members

- Arthur Birkby** (Chairman, Runnymede Association of Voluntary Services)
- Patrick Brown** (Treasurer, Reigate & Banstead CVS)
- Pauline Chapman** (Trustee, Woking Association of Voluntary Service)
- D.B. Duddridge** (Farnham Voluntary Service Council)
- Mike Fuller** (Chairman, Voluntary Action in Spelthorne)
- Eddie Owen** (Chairman,, Guildford Council for Voluntary Service & VC)
- Marion McKinnon** (Chairman, Central Surrey CVS)
- Mike Moss** (Chairman, Tandridge Voluntary Service Council)
- John Patrick** (Chairman, Haslemere & District Volunteer Bureau)
- Jean Roberts-Jones** (Chief Executive Surrey Community Action)
- David Tipping** (Chairman, Voluntary Action Elmbridge)



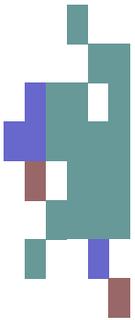
## Staff

- Sonia Hubbard** (Network Development Officer)



## **Our Mission**

Surrey CVS/VB Network exists to provide support, representation and the exchange of information and good practice to CVS and volunteer bureaux/centres in order that they may work together in the best interests of the voluntary and community sector in the County of Surrey

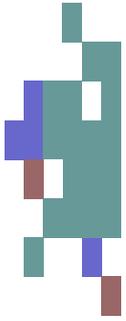


## **Aims**

To encourage and support the development of capacity within the CVS/VB Network in Surrey

To develop a countywide Network of CVS/VB

To ensure effective communication and sharing of information and good practice across the CVS/VB Network



## Introduction by the Chairman

The Surrey CVS/VB Network has now been in operation for two years, and there have been many changes in the way we work, and the things we do. Five years ago when I started my role as part time General Manager of a small CVS on the edge of Surrey, I never visualised how much things would change, or how much I would be involved.

The most important and beneficial change for us, has been the appointment of Sonia as the Network Development Officer. She has worked tirelessly to represent us at all sorts of meetings, read lengthy reports and then précised them down to a readable and understandable page, promoted the CVS Network, as well as individual CVSs and VBx, and has been a first class representative at meetings in Surrey and much further a field.

When the appointment of a Network Development Officer was first debated, one of the aims was to get all CVSs up to the same standard, and the Officer was to help the smaller CVSs reach this standard. I am delighted to say that through the dedicated efforts of Sonia, Tandridge Voluntary Service Council is now a full member of the National Association of Councils for Voluntary Service (NACVS).

On behalf of the whole Network I would like to take this opportunity to thank her for all that she does on our behalf.

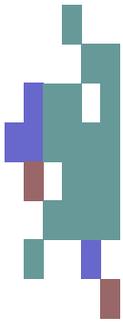
A group of four managers also form Sonia's Steering Committee, and in the last year there have been many changes to that Committee, Priscilla Austen, Kate Peters, Sarah Clarke and Heather Cook have all joined the Committee, and have now left their CVSs for various reasons. However, the work must go on and a new Committee has been formed consisting of Sally Dubery, Rosie Hatton, Lesley Kitchen and Elizabeth Moore.

This year, another Treasurer is standing down as she leaves her post in the CVS. Heather Cook stepped into the Treasurer's role a year ago and has done an excellent job. Her knowledge and wit will be sorely missed.

For much of the year, Sonia has been working on a website for our use. It will contain a 'virtual filing cabinet', so that minutes of meetings, policies and other important documents can be stored, shared, and accessed from anywhere. This will be a giant step forward in the way we work. Sonia has put a lot of work into this and we are now at the test stage. Being a bit of a technophobe, I can say that the parts of the website I have looked at have been easy to navigate, and I look forward to seeing the whole site very soon.

This year has been good for the Network, we are all working very well together, and I would like to thank all those who have made the year so enjoyable. In the coming years there are likely to be many changes to the way we work, and I am sure that these changes will be implemented as smoothly as possible and with little disruption to the services we offer, for that is why we are here, to help make Surrey a better place.

**Andy Parr, Chairman**



## **Review of 2004 to 2005: by the Surrey CVS/VB Network Development Officer**

The purpose of the Development Officer's role is to encourage and support the development of capacity within the CVS/VB Network in Surrey. The officer's objectives are to develop a countywide Network of CVS/VB and to ensure effective communication and sharing of information and good practice across the Network. The activities that have taken place this financial year in helping the Network achieve its mission are as follows.

### **Interactive Website Development — [www.surreycvsnetwork.org.uk](http://www.surreycvsnetwork.org.uk)**

During 2004-05 the Surrey CVS/VB Network secured funding from Surrey County Council for the development of an interactive website. The Surrey CVS/VB Network Interactive Website will provide a common 'Surrey Voluntary Services' front door, which will enable voluntary and community sector organisations to access the different services provided by the Surrey CVS/VB Network. The Website aims to increase both scope and reach of infrastructure services in Surrey.

The development work began in November 2004 and the aim is to launch the site by the end of October 2005. The Website has an interactive area for Network members, which will support the CVS/VB Network. A login facility gives members access to information such as minutes of meetings, financial information, briefing papers, and best practice and work priorities for the CVS/VB Development Officer.

The Website has a signpost facility which takes the user beyond a basic service enquiry and links them to other useful local or national sources of information about an issue or area of work. A comprehensive list of events, representatives and feedback from events will seek to make best use of members' time and to inform the wider audience of various meeting topics relevant to the voluntary and community sector.

The Website is a vehicle to promote and inform the wider audience of the Surrey CVS/VB Network as an entity and the services of its members. It would also seek to involve that audience by sharing best practice and information.

In terms of outcomes there will be an increased awareness and knowledge of CVS/VB services, plus an increased understanding of governmental and funding initiatives available to and affecting the voluntary and community sector.

One of the aims of 2004-05 was to increase interactivity between Network members. This Website encourages this in many ways with a Members' forum, Members' News sections, etc. Through the Website the Network will have a toolkit of best practice, reducing duplication of effort. This will lead to increased knowledge and information, which can be shared among CVSs across Surrey. This practice can also be shared with the members of the various CVSs, further strengthening infrastructure and demonstrating a commitment to joint working.

### **Partnership Working**

The CVS/VB Network Development Officer and Members of the Surrey CVS/VB Network have represented the voluntary and community sector and contributed to many county wide groups over 2004-05.

Here are a few of the partnerships in which Network Members and the Network Development Officer play an active role:

**Surrey VCS Infrastructure Consortium** — the aim of this group is to complete a Surrey Voluntary and Community Sector Infrastructure Development Plan by March 2006. Network members are part of this consortium and many other related groups which feed into this piece of work. A working group, consisting of 4 Network members are overseeing the work of the consultants that were employed to gather research, which aims to find out what help and support Surrey's voluntary and community sector needs in order to ensure it offers the best service. The findings of the research will be developed into a 10 year strategic plan on how best to deliver support services to organisations and community groups. The Surrey Voluntary and Community Sector Infrastructure Development Plan will further develop existing partnerships to build on the strengths of the work currently being undertaken and address any identified weaknesses.

**Waverley CVS Steering Group** — also reports to the above consortium. This group and the project was established to research the infrastructure needs of the voluntary and community sector organisations benefiting the residents of Waverley and to produce a report for possible delivery models for consultation. Funding through the Government's ChangeUp initiative enabled research to be undertaken to identify those infrastructure services currently being delivered to the voluntary and community sector in Waverley and to map and review these services. The results of this work was published in June 2005.

**Rural Community Development Work**— another piece of work that reports into the above consortium is a bid which came out of the Rural Infrastructure Meetings in 2004, same as the Waverley work. This was to 'To develop the provision of direct capacity building infrastructure support to rural communities within the county'. DEFRA (Department for Environment, Food and Rural Affairs) as part of the ChangeUp work has funded a new Rural Community Development Worker's post in Surrey. The Worker will support rural communities who want to produce Parish plans.

**Funding and Support Development Group** — the aim of this group was to map and research funding advice services across the county. This work was completed in May 2005. This work is being funded by Surrey County Council.

**PSA Volunteering Project Group** — in 2004 discussions started between Surrey CVS/VB Network, Surrey County Council and borough and district councils in Surrey concerning a Public Service Agreement related to volunteering. The overall aim is to raise the profile of volunteering in Surrey, with the key aims of stimulating interest in volunteering, and turning this interest into sustained voluntary action.

**Surrey Compact Working Group** — several Network members are part of this group and have contributed to many of the evolving developments in 2004-05 related to the Compact. The Surrey Compact was launched in July 2004 and many partners contributed to this achievement.

**Action Planning Group** — the aim of this group is to promote working in partnership between Surrey County Council and the voluntary sector/non statutory organisations for the benefit of local people.

**Working in the Countryside Group: Rural Towns Subgroup** — recognising the vital role played by rural towns, SEEDA (South East England Development Agency) in conjunction with South East Rural Towns Partnership and the Countryside Agency has developed a new programme. The new programme is designed to help rural towns become active and sustainable communities. The Rural Towns Sub-group formed in 2004 and is responsible for the implementation of the programme.

## **Forum: Volunteer Bureau/Centre Issues**

One of the aims of 2004 was to develop a Forum where volunteer centre/bureau issues could be raised and discussed. The first meeting was on 19<sup>th</sup> August 2004, where structure and the purpose of these forums was decided. There was a good mix of attendees for the first meeting and in general the feedback was very positive about this development. It was agreed that there would be 4 forums per year, which will be facilitated by the Network Development Officer.

## **IT Support**

One of the aims of the CVS/VB Network is to share information and reduce duplication of effort. It was agreed that in 2004 the Network Development Officer would concentrate on bringing together a list of IT suppliers and their prices, etc., so that the Network has IT support. This was achieved and is now an ongoing objective.

## **Policies & Procedures**

In relation to the development of best practice, the Network Development Officer has brought together a range of policies and procedures. These were gathered from Network members, so that a bank of best practice policies can be developed across areas of human resource management and general governance.

## **CVS Service Evaluation Questionnaires**

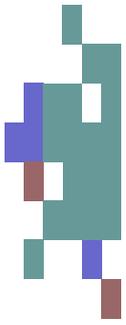
Network members are required as part of their funding agreements to develop a service evaluation questionnaire, which will be sent to their members for feedback on the services provided. In 2004/05 a generic questionnaire was developed which all Network members can use to evaluate their services. Even though it is recognised that each CVS offers differing services, it was agreed that the Network would develop one questionnaire that would be fine-tuned for each individual organisation. The questionnaire was sent out in spring 2005 by Network members, the results are currently being compiled.

## **Dissemination of Information**

A key objective of the Network is to share and disseminate information and to avoid duplication of effort. Much progress has been made this year with the sharing of reports and feedback from events. The Network Development Officer has also attended workshops and shared that knowledge with the Network. For example, a software toolkit that provides guidance on governance and participation was shared with Network members after only 1 person attended the workshop. This expertise has been shared repeatedly over the last 12 months.

I would like to thank Network Members for their support and also my Steering Group for setting me varied and challenging objectives over the last 12 months. I would also like to thank Andy Parr, the Chairman of the Network for his encouragement and unfaltering sense of humour.

**Sonia Hubbard, Network Development Officer**



## The Future

The following year will see a more 'interactive' Network, increased participation and more supportive peers across the Network, resulting in a more developed CVS/VB infrastructure across Surrey, through sharing and developing best practice.

We aim to launch the Surrey CVS/VB Network Website, which will provide an interactive area for Network members. This will support the CVS/VB Network, enabling members to access information such as minutes of meetings, financial information, briefing papers, special interest groups, and best practice and work priorities for the CVS/VB Development Officer. The Website will be a 'virtual' filing cabinet, which will be key to the Network Development Officer's role.

There are many development areas across Surrey that the Network will need to focus on over the following year, e.g., the Surrey Voluntary and Community Sector Infrastructure Development Plan, which will be completed by March 2006. The findings of the research will be developed into a 10 year strategic plan on how best to deliver support services to organisations and community groups. The Surrey Voluntary and Community Sector Infrastructure Development Plan will further develop existing partnerships to build on the strengths of the work currently being undertaken and address any identified weaknesses. It is hoped that, by supporting the voluntary and community sector more effectively, the organisations will be stronger, more confident and raise the standard of the wide range of services they offer to their local community.

We will continue to seek training opportunities for Network members and their staff, e.g., the Development Officer will organise V-Base (Volunteer Centre/Bureau Database Software) training at various levels for members and their staff.

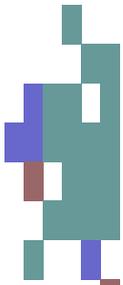
The Surrey CVS/VB Network will continue to build on current partnerships and to seek new avenues of partnership working. The PSA: Volunteering will be a challenging opportunity for the Network and other partners.

The Network will continue to explore new initiatives for developing joint initiatives, e.g., a generic volunteering concept, consisting of leaflets, posters, etc., will be developed to promote Network members and other partners, such as, Surrey County Council.

Finally, we will aim to further promote and inform the wider audience of the Surrey CVS/VB Network as an entity, plus the services of its members.

Approved by the Executive Committee at their meeting on 13th September 2005 and signed on their behalf by Andy Parr, Chair:

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# Financial Review

The Network is grateful to Surrey County Council for providing the funds to employ the Network Development Officer. Turning to the Accounts: Salary is the main expenditure of the Network relating to the Development Officer's role.

## **Surrey CVS/VB Network Accounts for the Period of 13 Months ended 31st March 2005**

### **Income:**

Grants from Surrey County Council	44444.00
Bank Interest Received	104.85
	<b><u>£44548.85</u></b>

### **Expenditure:**

Salary including employers NIC		27263.88
Consultancy fee		2004.00
Web site		2937.50
Computer		1733.00
Furniture		224.99
Heat & Light		1113.35
Telephone		552.50
Subscriptions		286.40
Computer consumables		79.90
Travel: Mileage	2775.20	
Trains, parking, taxis	260.96	3036.16
Printing, stationery, postage		35.93
Insurance		300.19
Training		52.00
Conference		190.00
Recruitment		717.92
		<b><u>£40527.72</u></b>
Surplus for the period		<b><u>£4021.13</u></b>

## Balance Sheet at 31st March 2005

Current Asset :

Cash at Bank	<b><u>£8376.53</u></b>
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Less Current Liabilities :

Accrued Expenses	£4355.40
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Net Assets	<b><u>£4021.13</u></b>
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Represented by:

Surplus funds as per income & expenditure account	<b><u>£4021.13</u></b>
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The Network Treasurer for this period was Heather Cook, Chief Officer, Runnymede Association of Voluntary Services. These accounts were independently produced by the Finance Officer, Woking Association of Voluntary Service.

