

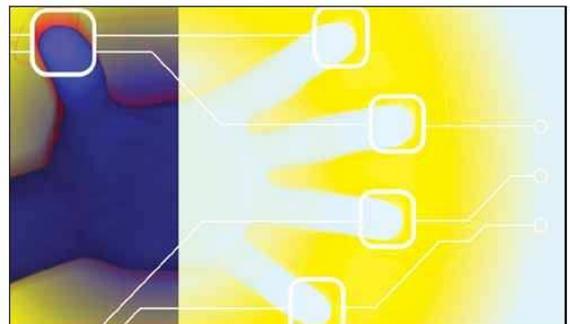
# **Surrey CVS/VB Network**

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

## **Annual Report &**

## **Accounts**

**2005-2006**



# Surrey CVS/VB Network

Supporting all Councils for Voluntary Service and Volunteer Bureaux/Centres in Surrey

## Annual Report for the period April 2005 to March 2006

The Surrey CVS/VB Network, c/o the Chair of the Network, 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)

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

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

**Jean Brading** (Manager, Reigate & Banstead Council of Voluntary Service)

**Sally Dubery** (Deputy Director, Central Surrey CVS)

**Christine Furneaux** (Manager, Voluntary Services Surrey Heath)

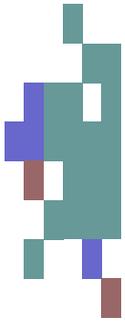
**Zoe Gasson** (Administrator, Farnham Voluntary Service Council)

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

**Elizabeth Moore** (Manager, Voluntary Action in Spelthorne)

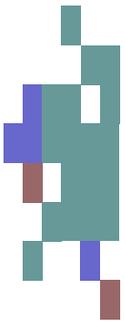
**John Patrick** (Chairman, Haslemere & District Volunteer Bureau)

**Carole Ann Roycroft** (Manager, Voluntary Action Elmbridge)



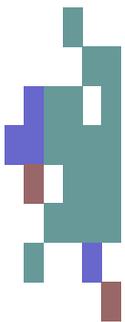
## Network Officer Members

- Jean Brading** (Manager, Reigate & Banstead CVS)
- Rachel Curtis** (Manager, Haslemere & District Volunteer Bureau)
- Bob Frisby** (Director, Central Surrey CVS)
- Christine Furneaux** (Manager, Voluntary Services Surrey Heath)
- Zoe Gasson** (Administrator, Farnham Voluntary Service Council)
- Rosie Hatton** (Chief Officer, Runnymede Association of Voluntary Services)
- Lesley Kitchen** (Director, Woking Association of Voluntary Service)
- Elizabeth Moore** (Manager, Voluntary Action in Spelthorne)
- Andy Parr** (General Manager, Tandridge Voluntary Service Council)
- Carole Ann Roycroft** (Manager, Voluntary Action Elmbridge)
- Abby Thomas** (Head of Communities Team, Surrey Community Action)



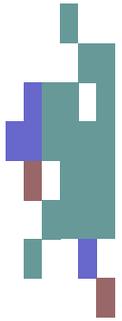
## Network Trustee Members

- Arthur Birkby** (Chairman, Runnymede Association of Voluntary Services)
- Graham Burge** (Chairman, Voluntary Services Surrey Heath)
- Anne E. Cotterell** (Trustee, Reigate & Banstead CVS)
- Mike Fuller** (Chairman, Voluntary Action in Spelthorne)
- Judith Kelly** (Chairman, Central Surrey CVS)
- M. King-Hele** (Trustee, Farnham Voluntary Service Council)
- Diana Landon** (Chairman, Woking Association of Voluntary Service)
- Mike Moss** (Chairman, Tandridge Voluntary Service Council)
- Eddie Owen** (Chairman, Guildford Association of Voluntary Service & VC)
- John Patrick** (Chairman, Haslemere & District Volunteer Bureau)
- David Tipping** (Chairman, Voluntary Action Elmbridge)



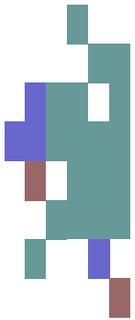
## Staff

- Sonia Hubbard** (Network Development Manager)



## **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

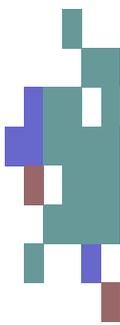


## **Aims**

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 Acting Chairman

This has been a challenging, but rewarding year for the Network. Andy Parr, our Chairman, resigned in December in order to fulfil personal commitments and we thank him for his loyal service to the Network and wish him every success and happiness for the future. This report details the many areas of work that are in progress. Amongst the significant pieces of work we have had to complete in addition to our core business are:

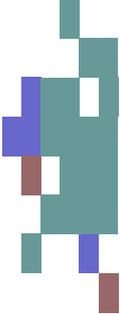
- ◆ Responding to the Government 'ChangeUp' initiative, which absorbed a great deal of resources in working with the Consultants conducting the study, at all levels of the Network, and with our member organisations. The outcome was a positive reinforcement of the Network as a solid foundation upon which to build but leaves us with a great deal more work in representing the sector across 22 identified areas, without any new funding.
- ◆ Changes within our funder organisations whereby Surrey County Council (SCC) conducted a complete business review and subsequently completely reorganised their operation and the Health Service are also in the process of consolidating all PCT's in to a Surrey wide PCT. These significant changes have presented us with further work in representing our member interests as funding levels for the sector as a whole have reduced and some voluntary services have had to close down. This is very much a 'work in progress' and so we must continue to be diligent in our efforts to represent the voluntary sector interests as changes emerge.

On a more positive note we are working with our statutory sector partners on a Government sponsored Local Public Service Agreement (LPSA) for Volunteering. To achieve the stretch targets means we have to place a further 2,400 volunteers by March 2008 but the financial and community benefits are very significant. The pump priming money to support the project has enabled us to recruit a project officer and we welcomed Solette Sheppardson to work with us at the end of April 2006. She has already made excellent progress in engaging with all relevant agencies and has delivered a very comprehensive Marketing Plan, which we are beginning to implement. It is already clear that we will further improve our working practices and teamwork in achieving these targets, which will stand us in good stead for the long term. It is an exciting project and has galvanised us all in to action so that we will be a better, customer facing, Network as a result.

We are very fortunate in having such a capable Network Development Manager in Sonia Hubbard. We thank her for her tireless work and commitment on our behalf. Some extremely important results are being achieved, notably with the South West Surrey CVS/VB which will include Guildford and Waverly District and our website which is now becoming a very valuable resource that will help us to be much more efficient in sharing and implementing best practice as we move forward.

Our future plans are outlined below and by keeping the needs of our community clearly focussed we look forward to serving our members to make Surrey a better place to live.

**Arthur Birkby, Acting Chairman**



## Review of 2005 to 2006: by the Surrey CVS/VB Network Development Manager

The purpose of the Development Manager's role is to encourage and support the development of capacity within the CVS/VB Network in Surrey. The Manager'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.

### **ChangeUp—Surrey Infrastructure Development Plan (SIDP)**

The Surrey CVS/VB Network is a network of what is called infrastructure organisations. The definition of infrastructure organisations used for the SIDP is '*... often called 'second tier', intermediary or umbrella organisations, provide support to frontline organisations. They are usually **generic** (support all frontline organisations within a particular geographical area) or **specialist** (supporting a particular sub-sector of the Voluntary and Community Sector or offer a particular area of expertise)*'. Therefore the Network's involvement with infrastructure development in Surrey was seen as a key priority for 2005 to 2006 and the future.

At the end of 2004 the Rural Infrastructure programme in Surrey merged with ChangeUp and the Surrey Infrastructure Consortium was formed. ChangeUp is a joint Government and voluntary and community sector (VCS) vision for how capacity building support and infrastructure for the VCS should develop over the next 10 years. 'Capacity building is about ensuring that organisations have the skills, knowledge, structures and resources to realise their full potential'.

The Surrey VCS Infrastructure Consortium is made up of representatives from the Network, and a range of voluntary and community sector groups, plus local borough and district councils and Surrey county council. Surrey was awarded some funds from ChangeUp to produce an infrastructure development plan by March 2006. The Surrey CVS/VB Network as a network of key infrastructure organisations in Surrey was involved in every aspect of this work. The Network Development Manager (NDM) and other Network members were part of all the key groups related to the development of this plan.

In April 2005 the work began in earnest. A working group, consisting of 3 Network members and the NDM were tasked with overseeing the work of the consultants that were employed to gather research, which aimed to find out what help and support Surrey's voluntary and community sector needed in order to ensure it offers the best service. Over 2,500 frontline organisations were asked to respond to a questionnaire which aimed to identify the sector's needs. At the same time infrastructure organisations were asked to respond to a questionnaire too, which would assess the levels of service provision and identify whether or not there were any gaps in Surrey.

In early October 2005 the first report on the research findings was distributed to the voluntary and community sector via the Surrey CVS/VB Network and other members of the infrastructure consortium. The consultation period on the findings was until the end of December 2005. The sector was asked to comment on all the findings, and especially where key development areas had been identified. This feedback would lead to the development of the final SIDP. The Surrey CVS/VB Network was also asked to give feedback on what each Network organisation would need in order to implement the plan successfully. The consultation results were brought together and a final SIDP was submitted to GOSE on 31<sup>st</sup> March 2006, it contained an action plan with short, medium, and long term activities. The implementation of the SIDP Action plan will be incorporated into the Surrey CVS/VB Network Business plan for 2006-2008.

### **Local Public Service Agreement (LPSA): Volunteering**

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. In September 2005, after discussions with Surrey County Council and the Office of the Deputy Prime Minister the targets for the LPSA: Volunteering were agreed. There are 2 targets, the first is an increase in specific areas, such as, school governors, health volunteers, etc. and the second target is an increase in general volunteering. Each member of the Surrey

CVS/VB Network made a commitment to the work of this project and signed up accordingly. If the targets are achieved over 2006-08 the Network and the partners involved will receive a reward, which will continue to establish a legacy of best practices, structures and working relationships that will bring ongoing benefits to the people of Surrey.

The Network Development Manager and Sean Gillen (Surrey County Council) are joint Project Coordinators of the LPSA: Volunteering. In 2005 there was an opportunity to bid for funds to help achieve the targets of the LPSA. The Surrey CVS/VB Network was successful in raising funds to employ a Volunteering Development Officer for 2 years. The funds will be used to raise the profile of volunteering in Surrey, with the key aim of stimulating interest in volunteering, through a mixture of broad and targeted promotional activity, which will turn this interest into sustained voluntary action. Building awareness of volunteering, and a desire to take it up is essential to achieving the targets. The Surrey CVS/VB Network is made up of Councils for Voluntary Service with integrated Volunteer Bureaux/Centres. In total there are 15 Volunteer Bureaux/Centres in Surrey, which are key and integral to this project.

A representative working group of all the partners involved in this project, Chaired by the Network Development Manager was formed at the end of 2005 and this group recruited the Volunteering Development Officer, Solette Sheppardson at the end of March 2006. This will be a key and major project for the Surrey CVS/VC Network for 2006-2008.

## **Partnership Working**

The CVS/VB Network Development Manager and Members of the Surrey CVS/VB Network have represented the voluntary and community sector and contributed to many groups and partnerships over 2005-06. Here are a few of the main partnerships in which Network Members and the Network Development Manager have played an active role:

**Surrey VCS Infrastructure Consortium** — the aim of this group was to complete a Surrey Voluntary and Community Sector Infrastructure Development Plan by March 2006, which was mentioned above and the plan was achieved. The work will continue with the implementation of the plan over the next 10 years.

**Waverley CVS Steering Group** — also reports to the above consortium. This group was established to research the infrastructure needs of the voluntary and community sector organisations benefiting the residents of Waverley and to produce a report of possible CVS delivery models for consultation. The findings of the research were published in July 2005 and show that there are significant gaps in knowledge and understanding of the community and voluntary sector and their needs in Waverley. The consultants employed to do this research are suggesting that there is a missing stage that needs to be undertaken before the development of a sustainable CVS provision. The suggestion is for a time limited development project, which would be carried out by a project worker for about 1-2 years. This group has now established funding for the recruitment of the project worker, so work will start in 2006. The Steering group has now expanded to cover Guildford borough as well. It is now called 'the South West Surrey CVS Development Group' The search for further funding for the main CVS provision will also be a priority for this group, which consists of partners from the county council, Waverley and Guildford Borough Councils and members from the Network, including the Network Development Manager.

**Rural Community Development Work**— another piece of work that reported 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 funded a Rural Community Development Worker's (RCDW) post in Surrey. The Worker was recruited in 2005 and the Network Development Manager was part of the steering group for this post. One of the objectives of the RCDW, Pari Dhillon was to develop a Community Action Plan Toolkit, which was launched at a Community Planning Event in October 2005.

**Surrey Compact Working Group** — several Network members are part of this group and have contributed to many of the evolving developments in 2005-06. The Surrey Compact Funding Code was launched in 2005 and many partners contributed to this achievement. The

Network has taken a lead on developing the Volunteering Code and this was put out for consultation to Compact members in January 2006. The Volunteer Bureau/Centre side of the Surrey CVS/VB Network has contributed at every stage of the code's development. The code will be launched later in 2006.

**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 Rural Towns development programme. The Rural Towns Sub-group is responsible for the implementation of the programme. The programme to date has included a development in Cranleigh, which started in 2005 and will be completed in 2006. Early in 2006 the group started looking at a new development proposal in Beacon Hill, Haslemere. There are other rural towns, such as, Leatherhead, Caterham, Dorking and Godalming launching their initial programmes in 2006. In relation to this work the Network Development Manager was involved with the recruitment of a Rural Towns Coordinator, Margaret Morton in 2005 and she is part of the Coordinator's steering group. In terms of the programme a promotional event was held in Leatherhead in September 2005. It was very successful in raising awareness of the programme, which is now called 'Action for Surrey Rural Towns'.

**Funding and Support Development Group** — was made up of representatives from the County Council, Borough and District Councils, Surrey Community Action and the Network Development Manager. The aim was to establish the current provision of funding advice in Surrey and any gaps in provisions. The group commissioned and managed the work of a consultant who sent a questionnaire to over 2,500 voluntary and community sector organisations/groups, researching the sources of funding advice and much more. The final report of this work, which was funded by Surrey County Council was circulated in July 2006 and many of the recommendations have been included in the Surrey Infrastructure Development Plan (SIDP). Funding Advice and support were identified as key requirements by the voluntary and community sector in the SIDP Action plan.

Other areas of focus over the last year include:

## **Surrey Funding Fair — March 2006**

The Surrey Funding Fair partnership was led by Surrey County Council working with Surrey CVS/VB Network, Mole Valley District Council, Reigate and Banstead Borough Council and Surrey Community Action. The Network Development Manager and partners (see photograph) formed a working group in September 2005 and began to plan in partnership the first Surrey Funding Fair, which was held in March 2006.



The Surrey Funding Fair provided Surrey voluntary and community sector groups with the opportunity to meet a wide range of organisations that offer funding, grants and advice on the best ways to apply for external funding. A series of funding seminars ran, with speakers such as the Big Lottery, providing the latest information on their funding programmes.

The day attracted over 600 visitors and was a great success.

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

This forum was established in 2004 where Volunteer Bureau/Centre issues could be raised and discussed. The forum has gone from strength to strength with more joint working across the county, plus more sharing and development of best practice. The Volunteer Bureau/Centre coordinators/managers also share and discuss ways of increasing volunteering in Surrey. What techniques and avenues have worked in the past in relation to volunteer enrolment and what new methods can be explored. Also discussed are the key messages that are given out to the public in marketing material about volunteering. We're aiming to build a consistent and Surrey wide message and approach that all the bureaux/centres can promote, especially in relation to the LPSA: Volunteering mentioned above.

In relation to the Volunteer Bureau/Centre side of the Network, members are part of the national organisation, Volunteering England (VE). VE has started a new round of quality

accreditation in relation to the key functions of a Volunteer Bureaux/Centre. Three Surrey Volunteer Bureaux/Centres have been through the process in early 2006 and it is has proved to be challenging. However, all agree it is a approach that will correlate to the best practice development that the Volunteer Bureaux/Centres are working so hard to enhance.

## **Volunteering Fairs at SCC Offices November 2005**

The Surrey CVS/VC Network and members of Surrey County Council's Voluntary Sector Liaison unit were involved in volunteering fairs at Surrey County Council (SCC) offices around the county, i.e., County Hall, Guildford, Leatherhead, Reigate and Chertsey. These were held over a one week period, 7<sup>th</sup>-11<sup>th</sup> November, 2005. The aim was to encourage SCC employees to volunteer and experience all the benefits of 'Volunteering in Surrey'. In relation to this opportune week, SCC agreed to fund the development of some volunteering promotional material, which was used throughout what proved to be a very successful week for all partners.

## **IT Development**

One of the aims of the CVS/VB Network is to share information and reduce duplication of effort. It was agreed that in 2005 the Network Development Manager would start to investigate the idea of a central Surrey CVS/VB Network database. Research started with current database provisions and then a Network Database working group was formed, which started to investigate Database/ICT companies and the options offered on the type of structure the Network could adopt as a way forward. All Network members are committed to this development, which will continue in 2006-07.

## **Policies & Procedures**

In relation to the development of best practice, the Network Development Manager has brought together a range of policies and procedures. These were gathered from various sources, e.g., Network members, other CVSs, so that a bank of best practice policies could be developed across all areas of an organisation. This work has continued to grow over 2005-06 and is now an invaluable resource for Network members.

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

The Surrey CVS/VB Network Interactive Website provides 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 launched in early 2006 aims to increase both scope and reach of infrastructure services in Surrey. The feedback from Network members has been very positive as the website developed. *'I think that the website is fantastic. It is easy to navigate and it looks so professional!'*

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 also seeks to involve that audience by sharing best practice and information.

## **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 again this year with sharing polices, best practice, reports and feedback from events. This is a key objective of the Network Development Manager, i.e., to optimise Network resources.

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 Arthur Birkby, the Acting Chairman of the Network for his support, and Andy Parr, the Chairman of the Network who left his post in December to pursue personal aspirations. Andy was a keen advocate of the Network and made a huge contribution to its development.

**Sonia Hubbard, Network Development Manager**



## The Future

The following year will see an even 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 and much more. The Surrey Infrastructure Development Plan (SIDP) suggests that the SIDP Action Plan adopt a co-operative brokerage model: *'...Members will respond to requests for help, support, information and other services from voluntary and community organisations, taking into account the need for specialist knowledge where necessary by maximising the resources available and reducing duplication. ...'*. This is already the ethos and foundation of all the Network's 'objects' and 'aims' on which we will continue to build.

There are many development areas across Surrey that the Network will need to focus on over the following year, especially the SIDP, which was completed at the end of March 2006. The findings of the research have been developed into a 10 year action plan on how best to develop and deliver support services to voluntary sector organisations and community groups. The SIDP Action plan has been broken down into the 22 areas identified as the key support needs of the voluntary and community sector in Surrey. In the first instance Network members and the Network Development Manager, plus other partners have expressed an interest in working on one or more of the areas. Where appropriate these areas have been merged to make best of use of resources. The Action groups that have been formed will start the work and the aims and objectives of each group will be incorporated into the Network's business plan for 2006-2008. It is hoped that, by supporting the voluntary and community sector more effectively, the groups/organisations will be stronger, more confident and raise the standard of the wide range of services they offer to their local community.

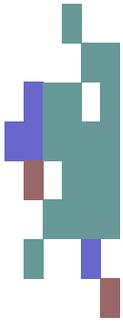
The Surrey CVS/VB Network is the lead organisation of the LPSA: Volunteering project and as such will focus on and prioritise this important work. Volunteering was identified as one of the key support areas in the SIDP Action plan. A Marketing Plan and the LPSA: Volunteering Project itself will be launched in 2006/07 to all the partners involved. There are many strands to the marketing plan with the main strategy focusing on a number of awareness raising campaigns related to volunteering. We will build on the Volunteer Bureaux/Centre side of the Surrey CVS/VB Network, further developing best practice and utilising any promotional events and plans already in place.

We aim to continue to develop the Surrey CVS/VB Network Website, which will provide an interactive area for Network members and other partners. This will support the CVS/VB Network and its partners, enabling access to information, such as, work development, new toolkits, minutes of meetings, financial information, briefing papers, special interest groups, and best practice. In 2006 a new 'Volunteering' section and 'Resource' area will be developed to meet the changing needs of the Network and its partners. The Website will continue to be a 'virtual' filing cabinet for all Network members.

We will continue to seek training opportunities for Network members and their staff, e.g., the Development Manager will organise for a 2nd year, V-Base (Volunteer Bureau/Centre Database Software) training at various levels for members and their staff.

The Surrey CVS/VB Network will build on current partnerships and seek any new avenues of partnership working. The Network will continue to explore new initiatives for developing joint initiatives, e.g., South West Surrey CVS development. The Waverley CVS Steering Group (mentioned on page 7 above) has expanded into a larger group, which now includes Guildford. The partners are agreed that a CVS to cover both Guildford and Waverley would make better use of scarce resources. This cross sector group has put in a funding bid to the Big Lottery for the development of this CVS and will know the outcome in early 2007.

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.



# Financial Review

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

## Surrey CVS/VB Network Accounts for the Period 1st April 2005 to 31st March 2006

### Income:

Grant from Surrey County Council for core funding of Network Development Manager's post:	36,361.00
Network Membership Fees	1,275.00
Project Management Fees	1,650.00
Bank Interest Received	45.00
	<b><u>£39, 331.00</u></b>

### Expenditure:

Salary including employers NIC	29, 303.60
Website	1, 175.00
Heat & Light	1, 207.80
Telephone	522.00
Subscriptions	213.00
Postage	631.30
Publishing	1, 361.92
Travel: Mileage	
Trains, parking, taxis	3, 155.01
Stationery	253.66
Insurance	243.71
	<b><u>£38, 067.00</u></b>
Surplus for the period	<b><u>£1, 264.00</u></b>

## Balance Sheet at 31st March 2006

Current Assets :		£5, 285.00
	Cash at Bank	£4, 480.00
	Prepaid Expenses	<u>£ 805.00</u>
Current Liabilities :		£0000000
		<b><u>£5, 285.00</u></b>
Funds Account		
	Balance 31 March 2005	£4, 021.00
	Surplus for the current year	£1, 264.00
		<b><u>£5, 285.00</u></b>

The Network Treasurer for this period was Jean Roberts-Jones, Chief Executive Officer, Surrey Community Action. These accounts were independently examined by the Finance Officer, Woking Association of Voluntary Service.