



Surrey CVS/VC Network

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

Annual Report &

Accounts

2006-2007



Surrey CVS/VC Network

Supporting all Councils for Voluntary Service and Volunteer Centres in Surrey

Annual Report for the period April 2006 to March 2007

The Surrey CVS/VC Network, c/o the Chair of the Network, Units 12-13 The Sainsbury Centre, Chertsey, Surrey KT16 9AG 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/VC 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 Centres 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 | Arthur Birkby (Chairman, Runnymede Association of Voluntary Services) |
| Vice Chair | Christine Furneaux (Manager, Voluntary Services Surrey Heath) |
| Treasurer | Jean Roberts-Jones (Chief Executive, Surrey Community Action) |
| | Gareth Owen (Manager, Reigate & Banstead Council of Voluntary Service) |
| | Sally Dubery (Deputy Director, Central Surrey CVS) |
| | Lesley Kitchen (Director, Woking Association of Voluntary Service) |
| | Elizabeth Moore (Manager, Voluntary Action in Spelthorne) |
| | Carole Ann Roycroft (Manager, Voluntary Action Elmbridge) |
| | Carol Dunnett (Manager, Guildford Association of Voluntary Service) |
| | Tbc (General Manager, Tandridge Voluntary Service Council) |



Network Officer Members

- Gareth Owen** (Manager, Reigate & Banstead CVS)
- Bob Frisby** (Director, Central Surrey CVS)
- Christine Furneaux** (Manager, Voluntary Services Surrey Heath)
- Rosie Hatton** (Chief Officer, Runnymede Association of Voluntary Services)
- Lesley Kitchen** (Director, Woking Association of Voluntary Service)
- Elizabeth Moore** (Manager, Voluntary Action in Spelthorne)
- Carole Ann Roycroft** (Manager, Voluntary Action Elmbridge)
- Abby Thomas** (Head of Communities Team, Surrey Community Action)
- Carol Dunnett** (Manager, Guildford Association of Voluntary Service)
- Tbc** (General Manager, Tandridge Voluntary Service Council)



Network Trustee Members

- Arthur Birkby** (Chairman, Runnymede Association of Voluntary Services)
- 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)
- Barry Judd** (Chairman, Voluntary Action Elmbridge)



Staff

- Sonia Hubbard** (Network Development Manager)
- Solette Sheppardson** (Volunteering Development Officer)
- Eve Boucher** (Corporate Development Officer)
- Ronnie Spary** (Corporate Development Officer)



Our Mission

Surrey CVS/VC Network exists to provide support, representation and the exchange of information and good practice to CVS and volunteer 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/VC Network in Surrey

To develop a countywide Network of CVS/VC

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



Introduction by the Chairman

As detailed in Sonia's (our Development Manager) report we have been actively involved in delivering on a wide range of projects. Specifically:

- ◆ Local Public Service Agreement (LPSA) for Volunteering in Surrey
- ◆ Surrey VCS Infrastructure Consortium delivering the Surrey Infrastructure Development Plan (SIDP)
- ◆ South West Surrey CVS Development Group
- ◆ Surrey Compact Working Group
- ◆ Working in the Countryside Group: Rural Towns Subgroup
- ◆ Forum: Volunteer Centre Issues
- ◆ IT Development – County wide Database

It is thanks to Sonia for her continued high standard of work and commitment in supporting and representing the Network in these projects. In particular her work supporting the development of the South West Surrey CVS, the Volunteer Centre best practice guide and the County wide database of voluntary organisations are significant enhancements in our services to our members and in our ability to respond to the requirements of our funders.

I would also like to thank Solette Sheppardson for her energy, skill and commitment in driving the LPSA for Volunteering project. Her marketing insight and the delivery of her comprehensive marketing plan, all within a modest budget, has enabled the Network to reach out to the community in several new ways and as a result significantly enhance our chances of success in achieving the stretch targets that will result in substantial financial reward for the Network, as well as contributing to better community services with the increased level of volunteers.

During this reporting period all members of the Surrey CVS/VC Network, whose core business is to deliver infrastructure services to the voluntary and community sector across Surrey, have been further stretched by changes within the statutory sector. Much time has been spent in representing our member's interests whilst Surrey County Council (SCC) and the Surrey Primary Care Trust (Surrey PCT) undertake significant reorganisation within strict financial limitations. It is a matter of concern as to how long we can continue to respond to these year on year additional challenges, all outside of our control, without any increase in funding, and therefore resource.

Looking to the year ahead the Network has a demanding list of projects to deliver on, whilst continuing to be distracted by changes within our statutory partner organisations that could potentially destabilise the sector if inappropriate changes are forced upon us. At the very least this will make significant additional demands on our time and resources to ensure a satisfactory outcome.

However, the opportunities for closer collaboration to significantly improve on what are already high quality services are exciting. Of particular importance is the achievement of the volunteering stretch targets which will generate a very significant financial reward for Network members that will enable further capacity development, and in turn contribute to a safer stronger community in Surrey.

Arthur Birkby, Chairman



Review of 2006 to 2007: by the Surrey CVS/VC Network Development Manager

The purpose of the Development Manager's role is to encourage and support the development of capacity within the CVS/VC Network in Surrey. The Manager's objectives are to develop a countywide Network of CVS/VC 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:

Local Public Service Agreement (LPSA): Volunteering

Surrey CVS/VC Network, Surrey County Council and certain Borough and District Councils in Surrey are partners in a Local Public Service Agreement (LPSA) related to volunteering. The LPSA has 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. 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 is the LPSA:Volunteering Project Coordinator. The Network was successful in raising funds to employ a Volunteering Development Officer, Solette Sheppardson at the end of April 2006 for 2 years. The funds will also 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. The Surrey CVS/VC Network is made up of Councils for Voluntary Service with integrated Volunteer Centres. In total there are 15 Volunteer Centres in Surrey, which are key and integral to this project.

Solette made excellent progress in April 2006 onwards, by engaging with all the relevant partners and she proposed a comprehensive Marketing Plan in July 2006. The plan encompassed promotional events that were already in place, such as, Volunteers' Week in June 2007. A key part of the 2 year marketing plan is to promote volunteering, so promotional material needed to be developed. Simon Tubby from Surrey County Council worked with Solette to develop 'Volunteer in Surrey' branding and related posters, leaflets, etc.



**Call
Volunteer in Surrey
0845 03 44 111**

www.do-it.org.uk

Key to the plan was to have 'One Number' for volunteering in Surrey, which can be used on all promotional material, along with the National volunteering website logo, i.e., www.do-it.org.uk. Posters and leaflets were printed and distributed in early 2007, so the campaign began in earnest. The 'One Number' was also advertised on buses across Surrey in early 2007.

Solette worked hard on getting key messages into promotional material such as, **Who wants to be a Volunteer?** Chris Tarrant, TV celebratory and local resident gave support to this message and the Surrey-wide initiative to promote volunteering in Surrey.

Corporate Volunteering— in October 2006 the Network was successful in raising more funds to do further work on raising awareness of volunteering with corporates, businesses, etc. Eve Boucher and Ronnie Spary from the Network's Volunteer Centres were on secondment to the Surrey CVS/VC Network for 1 year. This part of the project started in November 2006 with the aim of reaching over 250 larger businesses to promote the benefits of volunteering to their employees.

There are many strands to the LPSA: Volunteering marketing plan with the main strategy focusing on a number of awareness raising campaigns related to volunteering. This will continue to be a key and major project for the Surrey CVS/VC Network for 2007-2008 as the rest of the Marketing plan still needs to be implemented.

ChangeUp—Surrey Infrastructure Development Plan (SIDP)

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 CVS/VC Network is a network of what is called infrastructure organisations. The Network contributed to the development of Surrey's 10 year Infrastructure Development Plan (IDP), which was launched in April 2006. The IDP has an action plan with short, medium, and long term activities. The implementation of the Action plan began in earnest in 2006.

The SIDP Action plan has been broken down into the 21 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 2007-2009. 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.

Partnership Working

The CVS/VC Network Development Manager and Members of the Surrey CVS/VC Network have represented the voluntary and community sector and contributed to many groups and partnerships over 2006-07. 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 initial aim of this group was to complete a Surrey Voluntary and Community Sector Infrastructure Development Plan by March 2006, which was achieved. The work of the Consortium will continue with the overseeing of the implementation of the plan over the next 10 years. The Network Development Manager and several Network members are part of this group and various Action groups that are implementing the plan.

LPSA Volunteering: Working Group — the aim of this group is to steer the work of the Volunteering Development Officer. The group is made up of a Borough and a County Council representative and Network members, with the Network Development Manager chairing the group.

South West Surrey CVS Development Group — this group was originally the Waverley Infrastructure Development Steering Group and it was established to research the needs of the voluntary and community sector organisations benefiting the residents of Waverley. This group has now expanded to cover Guildford, as well as Waverley. The infrastructure organisations covering those areas: GAVS, Farnham Voluntary Service Council and Haslemere VB have come together with other partners to form - the South West Surrey CVS Development Group. This group has put in a BIG Lottery BASIS bid for the main development of the South West Surrey CVS and it has been successful. The second stage of the process needs to be completed by the end of July 2007. The Working group is Carol Dunnett, Jess Hogan, Anna Knights from GAVS, Carol Sacha from Surrey County Council, Alayne Boyden from Waverley Borough Council and Sonia Hubbard, the Network Development Manager. The group has a work plan in place to deliver the second stage of the process by July 2007.

Surrey Compact Working Group — several Network members are part of this group and have contributed to many of the evolving developments in 2006-07. The Volunteering Code was put out for consultation to Compact members in January 2006. The Volunteer Centre side of the Surrey CVS/VC Network has contributed at every stage of the code's development. The code was 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 a Rural Towns

development programme. The Sub-group is responsible for the implementation of the programme. The programme to date has included a development in Cranleigh, completed in 2006. There are other rural towns, such as, Beacon Hill, Haslemere, Leatherhead, Caterham, Dorking and Godalming launching their initial programmes in 2006.

Other areas of focus over the last year include:

Forum: Volunteer Centre Issues

This Forum is where Volunteer Centre issues can be raised and discussed. The Forum has gone from strength to strength with more joint working across Surrey, plus more sharing and development of best practice. The Volunteer Centre coordinators/managers also share and discuss ways of increasing volunteering in Surrey. We're aiming to build a consistent and Surrey wide message and approach that all the centres can promote, especially in relation to the LPSA: Volunteering mentioned above.

All the Volunteer Centres in Surrey 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 Centre. In Surrey, the Volunteer Centres in Caterham, Chertsey, Esher, Guildford, Lingfield, Oxted and Reigate & Banstead have all successfully completed the process. The Surrey CVS/VC Network does agree that this approach will correlate to the best practice development that the Volunteer Centres are working so hard to enhance.

IT Development—County wide Database

One of the aims of the Surrey CVS/VC Network is to share information and reduce duplication of effort. The Network has committed to developing a county wide database of voluntary and community sector groups. The project will enable Voluntary, Community and Faith Sector organisations to have access to information and advice for the people they support. Also by identifying gaps in service and highlighting these to the voluntary sector infrastructure support organisations and the statutory sectors. The project will enable new projects/groups to develop and to provide needed services for the people in Surrey, which will subsequently enhance the quality of life of individuals in Surrey.

A Network working group has started to research suppliers that are experienced in delivering a county wide database. The group is currently evaluating the pros and cons of the different systems and the related costs. The Voluntary & Community Sector makes a major contribution to the interests (wellbeing) of the community in Surrey, at present we have no way of measuring this contribution. This project will enable us to do that by measuring the resources, services, etc. that the sector provides.

Interactive Website Development — www.surreycvsnetwork.org.uk

The Surrey CVS/VC 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/VC Network. The Website aims to increase both scope and reach of infrastructure services in Surrey.

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 policies, 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 all the CVS and Volunteer Centre Network Members for their support and contribution to the many projects the Network is implementing. I would also like to thank Solette Sheppardson for her major contribution to the LPSA: Volunteering Project and Arthur Birkby, the Chairman of the Network for his support. Arthur has been a major champion of the Network and has made a huge contribution to its development.

Sonia Hubbard, Network Development Manager



The Future

The following year will continue to build on past aims to become an even more 'interactive' Network, with increased participation and more supportive peers across the Network, resulting in a more developed CVS/VC Network through sharing and developing best practice and much more.

There are many development areas across Surrey that the Network will need to focus on over the following year. The Surrey CVS/VC Network is the lead organisation of the Local Public Service Agreement (LPSA): Volunteering and as such will focus on and prioritise this important work. Volunteering was identified as one of the key support areas in the Surrey Infrastructure Development Plan. The LPSA: Volunteering Project launched its Marketing Plan in July 2006 and over the following year will see its full implementation. There will be lots more promotional activity with the hiring of a red 'Double Decker' bus, which will follow a route through Surrey, stopping at various locations to promote volunteering during 'Volunteers' Week', 4th-8th June 2007. The Network will also have events to promote 'Make a difference Day' in October 2007, to recognise the value of volunteering. A colouring competition is also part of the plan and will be sent out to various schools. The promotion of certain target areas, such as, School Governors is also planned. A county wide leaflet drop campaign via Royal Mail will be expedited later in 2007 with lots more advertising.

More of the Network's Volunteer Centres will be going through Volunteering England's Quality Accreditation Process until finally in 2008 all of Surrey's centres will be quality accredited.

The Surrey Infrastructure Development Plan has major challenges to implement the action plan. Many Network members are key they either Chair or are part of the following groups, which have started work on implementing the plan: Business Planning and Marketing; Human Resources, Training and Workforce Development; Quality Standards, Social Enterprise, etc.

We aim to continue to develop the Surrey CVS/VC Network Website, which will provide an interactive area for Network members and other partners. This will support the Network and its partners, enabling access to information, such as, new toolkits, minutes of meetings, financial information, briefing papers, special interest groups, and best practice. Later in 2007 a new 'Volunteer in Surrey' section of the site will be developed to meet the changing needs of the Network and to further promote volunteering.

Surrey CVS/VC Network members will complete a skills audit of its employees in 2007, so that any training and development needs are identified and a plan developed to raise skill levels across the Network.

The South West Surrey CVS Development Group will work on the second stage of their BIG Lottery BASIS Bid and deliver a business plan to the Lottery by July 2007. The aim to increase infrastructure support in Waverley and Guildford, which is a key development area for the Network in 2007/08.

The Surrey CVS/VC Network and project officers of Surrey County Council (SCC) will hold volunteering fairs at Surrey County Council (SCC) offices around the county. These will be held over a one week period, 19th - 23rd November, 2007. The aim will be to encourage SCC employees to volunteer and experience all the benefits of volunteering in Surrey.

The Surrey CVS/VC Network will build on current partnerships and seek any new avenues of partnership working. The Network will continue to explore new initiatives, such as the county wide database, which is a major opportunity for the Network to better serve the voluntary and community sector in Surrey. It will look at the services its delivering and explore ways to reduce duplication and support the voluntary and community sector with specialised support services, such as Human Resources. The Network looks forward to working in consultation with Surrey County Council as it develops a voluntary and community sector strategy.

Finally, the Network will apply to become a registered charity and it will aim to further promote and inform the wider audience of the Surrey CVS/VC 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. The Network has successfully applied and received funding for several projects, such as, the Volunteering: Local Public Service Agreement.

Surrey CVS/VC Network Accounts for the Period 1st April 2006 to 31st March 2007

Income

| | | |
|-------------------|---|----------|
| Grants Received: | Surrey County Council | 138,488 |
| Funding Received: | Surrey Community Action (as Lead body for Surrey Infrastructure Consortium) | 22,400 |
| Fees Received | Subscriptions | 2,000 |
| Bank Interest | Bank | 64 |
| Sundry | | 210 |
| | | <hr/> |
| | | £163,162 |

Expenditure

| | |
|--|----------|
| Salaries | 53,220 |
| PAYE & NI | 20,475 |
| Postage | 412 |
| Recruitment | 877 |
| IT Equipment | 1,114 |
| Travel Expenses | 6,317 |
| IT Software & Support | 432 |
| Advertising | 21,855 |
| Meetings & Conferences | 368 |
| Telephone | 4,166 |
| Printing, Stationery & Office Supplies | 2,358 |
| Membership Fees & Subscriptions | 214 |
| Training | 760 |
| Fuel & Light | 2,422 |
| Insurance | 139 |
| Subsistence | 18 |
| Sundry Expenses | 175 |
| | <hr/> |
| | £115,323 |
| Net Surplus transferred to Funds Account | £47,839 |



Balance Sheet at 31st March 2007

Current Assets:

| | |
|-----------------|--------------|
| Current Account | £54,231 |
| Deposit Account | £ 1,000 |
| Prepayments | <u>£ 139</u> |
| | £55,370 |

Current Liabilities:

| | |
|----------|-----------------------|
| Accruals | £ 2,246 |
| | <u>£53,124</u> |

Funds Account:

| | |
|--------------------------|-----------------------|
| Balance 31 March 2006 | £ 5,285 |
| Net Surplus Current Year | £47,839 |
| | <u>£53,124</u> |

The Network Treasurer for this period was Jean Roberts-Jones, Chief Executive Officer, Surrey Community Action. These financial statements were approved by the Network's Executive Committee on 5th June 2008 and are signed on their behalf by the Chair of the Network, Chris Furneaux

Chair's Signature.....Chris Furneaux.....5.6.08.....

These accounts were independently examined by Wise & Co., Chartered Accountants, Wey Court West, Union Road, Farnham, Surrey GU9 7PT.