

# Newcastle CVS

## Annual Report 2008-2009



*“supporting our members and their work so that local communities are well served by their local third sector”*



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# Hello from Ralph, our new Chair



Hello

This is my first report to the annual review since my appointment as Chair in November 2008, so I should like to start by saying how honoured I was to be asked to take up this position. I have known and been involved with NCVS since I was a student and then a social worker in the city in the late 1960s. Later as Head of Social Work at Northumbria University, I saw what a huge and positive impact the CVS has on the city and its people.

I would like to thank my fellow trustees for their support in this settling in period, and acknowledge the debt of gratitude I owe to two people in particular, the outgoing Chair, Monica Shaw, and our previous Director, Carole Howells. Monica had had a long association with the CVS and had been its Chair for a total of eleven years, a magnificent contribution to the organisation. Carole Howells is, of course, a legend. She has been a leading figure for the voluntary sector, not only in the city, but also regionally and nationally, and she has led NCVS brilliantly for the last 22 years.

The esteem in which she is held by the trustees, her colleagues and the city council was shown in the tributes to her at her retirement events and the Lord Mayor's civic reception for her at the Mansion House. Carole had forged a positive relationship with the council, and the reception evidenced the respect the city council has for her, the CVS, and the voluntary sector.

Our major activity this year has been to recruit a new Chief Executive, and we have been delighted to welcome Jac Bell into this role. Jac has great experience in the sector, and I know that under her energetic, enthusiastic and expert leadership Newcastle CVS will continue to develop to meet the needs of member organisations during these difficult economic times. Jac and the trustees are committed to working with our members to promote the voluntary sector, as its strength is an essential element in the health of our city and its citizens.

I look forward to working with you.

**Ralph Firth**  
Chair

# Hi from Jac, our new Chief Executive

Hi

I am delighted to be able to introduce our 80<sup>th</sup> anniversary Annual Report as a way to both celebrate our successes over the last 80 years and declare our aims for the future. I hope you enjoy our new look Annual Report and that it illustrates the impact that our work makes to groups and organisations working in the third sector across the city.

Moreover, I hope you take me up on our renewed offer to make our services more relevant to the work you are doing today. I hope to spend the rest of this year listening to all our partners and stakeholders so that I can better understand the complexities of your work here in Newcastle.

It is my belief that we need to develop a cohesive and shared vision for the third sector. Our AGM and conference will kick start the dialogue that we need to take forward Newcastle CVS as a modern local infrastructure organisation helping you to continue to do what you do best, for the benefit of the communities in this city.

Of course, thanks must go to the whole team who have made me feel so welcome over the last few months and who worked hard during this time of change to ensure consistently good quality services.

We look ahead now, working hard to be fit for purpose in this time of change and I'm looking forward to developing our work with you over the next year.

**Jacqueline Bell**  
Chief Executive



# What we are set up to do

**NCVS** is Newcastle's third sector local infrastructure organisation (LIO) that acts as an umbrella agency for over 500 members, users and partners in the voluntary and community sector (VCS) across the city. We work behind the scenes to ensure that local third sector groups and organisations in Newcastle get the support they need to successfully do what they were set up to do! We provide our members and users with a range of services and development support, and act as a key voice of the local third sector in the city.

As a CVS, we are part of a national network that is in touch with over 164,000 local third sector groups and organisations across the country, which collectively through our national association, NAVCA, have a strong national lobbying voice for the local third sector.



# How we help third sector groups and organisations...

## Stay up to date with the things that affect them and their work by

- ensuring that existing groups have access to up to date, accurate information on government policy and practice
- keeping groups up to date with charity law and good practice
- advising on appropriate sources of funding
- leading the local Compact - an agreement between the sector, and the council

## Raise standards across our sector by

- making sure that local groups and organisations have the knowledge, skills and resources they need to support the local community
- providing access to information and guidance on quality assurance standards
- delivering training in areas that develop volunteers and the third sector workforce

## Facilitate communication amongst and between sectors by

- encouraging local groups to share their concerns and expectations together through networks and forums
- VCS reference groups work to develop a sense of common ground within the LSP
- enabling groups to share good practice and expertise
- building local capacity through briefing, training and information sessions

## Build a strong third sector voice by

- acting as a conduit between the third and public sectors
- representing the diverse views of local groups and organisations to agencies such as the local authority and other public bodies
- promoting communication, so that the local sector is consulted on policy developments
- supporting VCS reps that represent the sector

## Promote strategic involvement of the sector by

- finding and recruiting VCS reps on local strategic partnerships and other influential planning groups
- supporting VCS reps to ensure they keep on top of key local issues, and have a clear mandate to represent the sector
- making sure the sector contributes to discussions and decision-making at a local level

# Our Executive Committee

## Our Executive Committee as at March 2009

<b>Chair</b>	Ralph Firth
<b>Vice Chairs</b>	Mary Coyle and Sue Pearson
<b>Treasurer</b>	Ian Wallace
<b>Committee members</b>	Ruth Abrahams Val Bagnall Harriette Boyden Nick Forbes Janet Hunter Geoff Miller Helen Wilding

## Advisers

<b>Hon solicitor</b>	Ruth Connorton, Eversheds
<b>Auditors</b>	Haines Watts
<b>Stockbrokers</b>	Gerrard



# Our team at Newcastle CVS

## The team at NCVS looked like this as of March 2009

Carole Howells      Director

### Advocacy Centre

Emma Aljoe      Mental Health Advocacy Co-ordinator  
Linda Allen      Mental Health Advocacy Co-ordinator  
Yvonne Cheung      BME Mental Health Co-ordinator  
Melissa Girling      Information and Communications Officer (p/t)  
Jacqui Jobson      Advocacy Centre Manager  
Stephen Wingate      Citizen Advocacy Co-ordinator  
Terri Yardley      Citizen Advocacy Co-ordinator (p/t)

### Group Support

Chris Blenkarn      Funding Advice Officer (p/t)  
Stephanie Cole      Information Officer  
Louise McGlen      Funding Advice Officer (p/t)  
Linda Reavley      Information Assistant (p/t)

### Finance & Administration Team

Ray Dixon      Financial Services Assistant  
Graeme Lyall      Senior Finance Officer  
Joan Markwick      Administrator (p/t)  
Moira Mart      Payroll Services Administrator (p/t)  
Jaswinder Nagra      Administrator  
Judith Temple      Senior Administrator

### Policy, Partnerships and Projects

Martin Gollan      Policy Officer (Regeneration)  
Pam Jobbins      Policy Officer  
Roger Mould      Policy Officer (Regeneration)

### Newcastle LINK

Deborah Hall      Support and Information Officer  
Angela Walls      Policy Officer

# Our people...



# ...and our work

The upcoming sections describe our services, and the people behind them. For the purpose of this report and future planning, we have grouped together our services into four work areas

- 1. Group Support**
- 2. Policy, Partnerships and Projects**
- 3. Advocacy Centre**
- 4. Community Accounting**

Each service area is broken down and covers

## **Who we are**

...introducing team members and their roles

## **What we do**

...we have used case studies to illustrate the work we do

## **Key outcomes**

...describing areas where the project has made a difference

## **Key areas of progress**

...illustrating significant growth areas where the project has taken the lead

## **Facts and figures**

...showing the project outputs

# Group Support

## Information Team

**Stephanie Cole** Information Officer  
**Linda Reavley** Information Assistant (pt)

In 2008 we saw a major change in the team when Moira Gray, our experienced senior information officer, retired in October. Moira had worked for NCVS for over 12 years and many of you will have had support from her over the years. Our team reduced from three to two people so, while we can do less, after reviewing our work Stephanie and Linda have prioritised the support we give to voluntary organisations and community groups.

## Funding Advice Team

**Chris Blenkarn** Funding Advice Officer (p/t)  
**Louise McGlen** Funding Advice Officer (p/t)

NCVS Funding Advice Officers, Louise and Chris, together deliver our Funding Advice Service. As such, they form an important part of the group support work that we undertake at CVS, by delivering a range of information, training and advice services.



# What we do...

## Our Information Service

Helping voluntary organisations and community groups start up and grow has always been at the heart of CVS's activities.



We work to help you be stronger, more efficient, and better able to meet the needs of your users. Our information and communication service aims to keep you up to date on news and voluntary sector developments; networking and involvement; training and events.

This year we held **249** information and advice sessions either face to face or by email with **126** organisations and answered **517** enquiries by phone or email.

Our help includes starting a new group, drafting a constitution, choosing the right legal structure, registering as a charity, governing voluntary organisations, developing policies and procedures and general troubleshooting when organisations get into difficulties.

In 2008-2009 we also provided

- **4** issues of NCVS inform, our quarterly newsletter
- **34** issues of NCVS e-inform, our weekly email bulletin, which we launched in July. The bulletin is sent to over 1,200 people and feedback has been very positive
- **23** information sheets
- [www.cvsnewcastle.org.uk](http://www.cvsnewcastle.org.uk), our website with information about our services and links to all our resources
- promoting and delivering training to **160** people

# Our Funding Advice Service

When money is tight it helps organisations to have an outside appraisal of the strengths and weaknesses of their organisation prior to developing future project plans and funding strategies. NCVS Funding Officers Louise and Chris offer this free support as part of a funding advice session.

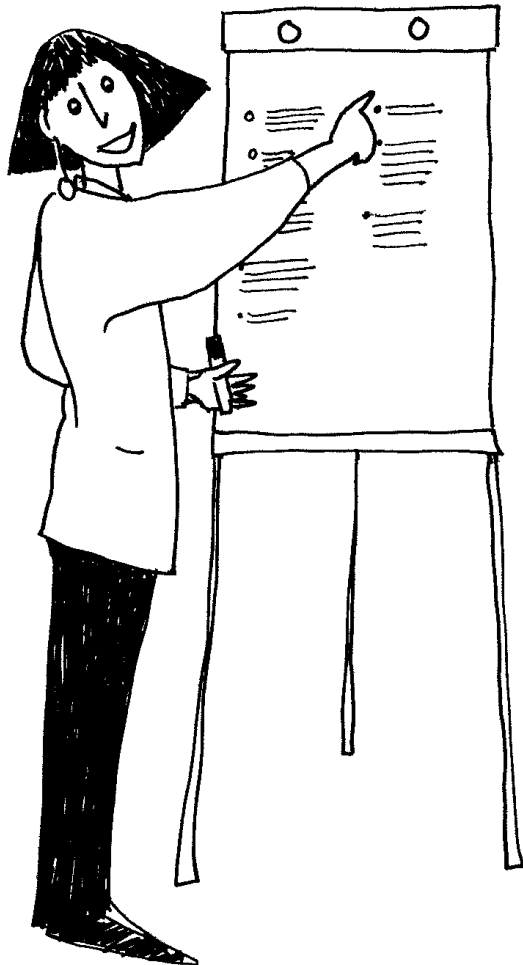
Last year Louise and Chris

- gave **180** advice sessions to individual organisations either face to face or via email
- dealt with **360** telephone/email enquiries
- ran **6** fundraising training sessions as part of the NCVS Training Programme
- ran **7** customised training sessions for individual organisations
- produced **10** monthly newsletters and contributed to the weekly NCVS e-inform

Organisations in Newcastle raised more than **£5,048,248** during **2008-2009**



# Training and workforce development



Training and skills is a core area for organisational development – making sure your organisation has the capacity, skills, knowledge, and experience to run its services. NCVS supports this by offering two training programmes a year and on demand training courses.

This year we provided **160** training places to **125** people from **71** organisations.

In 2009-2010, we plan to review how we provide training to you, focusing on an essential menu of courses along with issue-themed courses such as commissioning.

# Policy, Partnerships and Projects



## Regen Team

**Martin Gollan** Regen Officer

**Roger Mould** Regen Officer

Martin and Roger's work is grant aided by the city council, through the local strategic partnership (LSP), to lead our liaison within the sector, between the public (and private) sectors and to promote the issues of relevance to the VCS. As such, their work area dovetails with Pam's work as you can see set out below.

## Policy Officer

**Pam Jobbins** Policy Officer

Pam is a long-standing policy officer at CVS and Pam's work focuses upon health, social welfare, and children's services issues.

All together, the policy and Regen officers cover the key themes within which the VCS work including

- Children and young people
- Health and wellbeing
- Economic development, learning and skills
- Community safety
- Equalities and diversity, inclusion, cohesion

# What we do...

The policy work delivered by Pam, Martin and Roger is some of the most complicated work we deliver at CVS. This is because it covers many different functions that also cut across a range of issues within which the third sector works across the city.

Last years the policy work was grouped together into three priority functions or work areas under the key themes

1. leading **liaison within the sector**, and between the public (and private) sectors
2. **promoting the sector** and issues of relevance to the VCS
3. **identifying gaps** and **developing new work**



## Liaison with the third sector... some examples

### VCS funding including commissioning

- Parenting Fund R3
  - ✓ facilitated a meeting with Parenting Commissioner and 14 potential bidders to sign off Parenting Fund bids
  - ✓ identified opportunities for joint working and avoiding duplication
  - ✓ funding was awarded to two successful bids
  - ✓ meetings held with Parent Commissioner and reps on parenting commissioning group to look at how unsuccessful bids, classified as high priority could be supported using existing resources
  - ✓ ten organisations took part in second phase

### Developing VCS effectiveness

- supporting 19 VCS reps to the Newcastle Partnership to be effective in raising VCS issues in strategic partnerships
- supporting a further 26 representatives to report back to the sector through our networks, forums and reference groups

### Equalities, diversity, and equal opportunities

- supporting the LGBT Centre group, which has been formed with the intention of developing a centre for the lesbian, gay, bisexual and transgender (LGBT) community in Newcastle

### Economic development, employment, and regeneration

- the Regen Team ran a consultation event as part of area based regeneration governance review that highlighted effective processes and submitted written report as part of consultation. It brought together
  - ✓ 11 VCS members of current area regeneration steering groups
  - ✓ LSP Co-ordinator and Newcastle city council's Director of Area Based Regeneration



# Promoting the sector and its most important issues...such as



## **VCS funding including commissioning**

- supporting Regen forum reps on multi sector advisory group for Area Based Grant (ABG) spend

## **Developing VCS effectiveness**

- improving effective representation by setting up and supporting four voluntary sector reference groups for LSP delivery partnerships
- 104 organisations are reference group members
- leading workshop on voluntary sector contribution to improving outcomes for young people – identified three actions for the Children and Young People's Partnership to carry out during the next 12 months

## **Health and social welfare**

- producing a presentation about sector views of commissioning for the Children's Trust development session October 2008

## **Equalities, diversity, and equal opportunities**

- member of the Inclusion, Cohesion and Equalities Group, an LSP advisory group chaired by the city council
- member of Community Cohesion Strategy objective 1 task group

# Developing new work...including

## Developing VCS effectiveness

A successful Basis Lottery bid

- leading a VCS infrastructure consortium
- eight third sector organisations across Tyne and Wear involved
- £500,000 over three years to provide infrastructure services
- improvements in
  - ✓ quality and performance
  - ✓ information

## Economic development, employment, and regeneration

Science City has been a major innovation across the city and has taken up a huge amount of development time at CVS

- working with the city council
- working other Science City partners
- developing the community engagement strand
- secured funding to engage the sector
- held event in July 2008 with over 20 voluntary and community organisations
- VCS engagement in Science City with over 20 voluntary and community organisations
- support from a range of partners was secured



## Equalities, diversity, and equal opportunities

- We work as a key player in a multi-sector LSP working group to develop a community empowerment framework for Newcastle
  - ✓ the community empowerment framework includes 40 specific pledges for public sector partners to improve public participation across the city and involves the third sector as a key partner in planning and delivery of community empowerment



## Health and social welfare

- Setting up the Newcastle LINK with Community Action on Health – a new partnership for us at Newcastle CVS!
- Establishing the Newcastle LINK (Local Involvement Network) involved
  - ✓ governance framework, policies and procedures
  - ✓ membership of individuals (63) groups (51), affiliated networks (8)
  - ✓ Executive Board elected
  - ✓ working groups meeting
  - ✓ outreach and engagement

# Advocacy Centre

We're the biggest team at Newcastle CVS, delivering a very different kind of service to the most vulnerable people needing help

**Jacqui Jobson**  
**Emma Aljoe**  
**Linda Allen**  
**Yvonne Cheung**

Advocacy Centre Manager  
Mental Health Adv Co-ordinator  
Mental Health Adv Co-ordinator  
BME Mental Health Co-ordinator

**Melissa Girling**  
**Stephen Wingate**  
**Terri Yardley**

Information & Communications Officer (p/t)  
Citizen Advocacy Co-ordinator  
Citizen Advocacy Co-ordinator (p/t)



# What we do

We have used case studies to best illustrate the work we do and its impact

## Hamed's story

Hamed is a man who has sought asylum in Britain because of being tortured in Iran. He speaks little English. As a result of his experience in his home country, Hamed has mental health issues; seeking asylum in the UK has also contributed to his mental health issues. Hamed was admitted to a psychiatric ward following a period of mental distress where he was taken by force to hospital after police had used a Tazer to subdue him. Hamed felt isolated on the ward due to language barriers and also felt his needs were not being met.

We agreed to work with Hamed using a bilingual advocate and a mental health advocate. We agreed to support him to have his views, needs and experiences understood by professionals whilst in hospital and to express that he did not want to return to his flat.

We supported Hamed to make his views known and ensure that the care he received in hospital was appropriate. Hamed was subsequently discharged and we supported him to access community mental health services and to receive medication.

Hamed wasn't successful initially in moving accommodation as this is complicated for asylum seekers. He was homeless for a period following his discharge and the advocates put forward Hamed's case for urgent rehousing, this was achieved. The advocates also supported Hamed to access a solicitor regarding his asylum claim, to receive ongoing support in the community and to communicate with professionals offering this support; they also linked with **other voluntary organisations on his behalf.**

Hamed feels that he would not have been able to cope without the support of advocates negotiating on his behalf. He continues to access advocacy regarding his mental health care and he has increased his understanding of the role of professionals. Hamed has very much valued having someone who sees things from his point of view and has been able to build up a trusting relationship with the Advocacy Centre.

## June's story



June is an older person who recently had a stroke. She also lived with her son who had terminal cancer. For several months leading up to her contacting the Advocacy Centre she was unable to deal with paper work and ignored letters about the mounting debts she was accruing. June had got in to further debt by paying for her son to have a holiday and to try to meet his needs in many other ways.

June was now terrified of losing her home for she was still paying a mortgage. The advocate initially supported June by attending a visit made by a doorstep debt collector but once the advocate realised the scale of the problem then referred June to the Citizen Advice Bureau Money Advice worker.

However, after supporting June at the meeting with the CAB advice worker, it soon became clear that June would still

require advocacy support over a period of time to be able to take up the advice offered. This support involved working out a full picture of June's outgoings and income as no information was initially available.

The advocate was also able to talk over the options presented by the CAB advice worker regarding the various debt management plans. He also provided ongoing support to her over fending off numerous creditors as they tried to pressure her in to making payments which would have further complicated her already precarious situation.

After several months June is now signed up to a debt management plan of her choosing which has been accepted by all her creditors and which she can comfortably afford. Her home is no longer at risk and June can now concentrate on recuperating from her stroke.

## Donald's story

Donald is an older person with a sensory impairment and moderate learning difficulties. His partner Jean also had learning difficulties and had been taken ill during the previous year. Jean had attended a succession of hospitals, the latest being a hospital for people with learning disabilities which is 20 miles away.

Because of the distance to the hospital, Donald could rarely visit Jean. Donald was desperate for his partner to return to live with him and when she had been able to express her wishes, Jean had agreed she would like to do so. Donald had even moved to a new flat in order to accommodate his partner but was now being told he could no longer look after her, owing to her worsening level of dementia.

Donald informed the advocate that no-one had consulted him about his views about her future care and the importance of her

leaving hospital as soon as possible to avoid further institutionalisation. He felt his views were being ignored because of his learning difficulties.

The advocate worked to ensure that from then on Donald, as the person who knew his partner best, played an active part in the planning process for Jean and that all the professionals concerned listened to his views. Donald has come to accept he can no longer look after Jean.

However, his wishes have now been respected, in that Jean is to move from hospital and is returning to live in accommodation close by his home, which he has played an active part in choosing, along with Jean's advocate. Donald will now be able to visit Jean on a daily basis and sometimes stay with her.



# Finance & Administration Team

<b>Ray Dixon</b>	Financial Services Assistant
<b>Graeme Lyall</b>	Senior Finance Officer
<b>Joan Markwick</b>	Administrator (p/t)
<b>Moira Mart</b>	Payroll Services Administrator (p/t)
<b>Jaswinder Nagra</b>	Administrator
<b>Judith Temple</b>	Senior Administrator



# What we do

## Financial services

NCVS can take the strain out of your financial record-keeping and administration. If you're happy doing the book-keeping yourselves we can provide complementary support. Alternatively, NCVS can do all of your financial work for you - leaving you to concentrate on your core activities.

## Free advice and support

NCVS Finance Section provides free advice and support direct to voluntary organisations and community groups working in Newcastle upon Tyne, including

- setting up a basic book-keeping system
- understanding the financial records a voluntary organisation needs to keep
- putting procedures in place to control expenditure
- accounting for restricted and unrestricted funds
- meeting Charity Commission financial reporting requirements

This advice and support is available face-to-face by appointment, over the telephone or via email.

## Other services for which we charge

NCVS has a trading arm, Ellison Services Ltd, which can provide a full or partial accounting service at a very reasonable cost. The range of services offered includes:

- payroll and book-keeping
- production of quarterly management reports and end of year reports
- receiving all income on an organisation's behalf
- making all payments on an organisation's behalf
- independent examination of accounts produced by an organisation

# Report from Ian, our Treasurer

This has been a difficult year financially with the drop in funding for core services beginning to bite.

The core services budget was in deficit by £24,277 at the year end before dealing with any realised or unrealised losses on investments during the year.

Part of this deficit was through covering a key post from reserves for a time and part from the general downturn in the economic climate.

Earnings from reserves and Ellison Services have a large part to play in bolstering the core activities and both felt the effects of the downturn in the second half of the financial year.

Our current budget for 2009/10 currently shows the situation, in which many organisations find themselves, of things becoming worse, not better.

With this in mind, we are in the process of developing a strategy to maximise our resources in order to sustain and develop further our core services. Through strategic planning and a full business plan, we will begin to understand further the full cost of the services we provide and attempt to recover these when it is viable to do so.

This process should allow us to understand what we have at NCVS and how we can use it to our best advantage so that we fulfil our aims and provide added value to all our stakeholders.



# Our finances

## Income and Expenditure for the Year Ended 31 March 2009

	Unrestricted Funds £	Restricted Funds £	Endowment Funds £	Total £
<b>Incoming Resources</b>				
Generated Funds	97,183	7,500	4,686	109,369
Charitable Activities	14,329	763,480		777,809
<b>Total Incoming Resources</b>	<b>111,512</b>	<b>770,980</b>	<b>4,686</b>	<b>887,178</b>
<b>Resources Expended</b>				
Cost of Generating funds	47,128			47,128
Charitable Activities	84,519	704,090	5,900	794,509
Governance Costs	4,142	2,829		6,971
<b>Total Resources Expended</b>	<b>135,789</b>	<b>706,919</b>	<b>5,900</b>	<b>848,608</b>
<b>Net Incoming / - Outgoing Resources</b>	<b>-24,277</b>	<b>64,061</b>	<b>-1,214</b>	<b>38,570</b>
Losses on Investments	-90,726		-27,727	-118,453
Other adjustments	5,338	-2,902		2,436
<b>Net Movement in Funds</b>	<b>-109,665</b>	<b>61,159</b>	<b>-28,941</b>	<b>-77,447</b>

## Thanks to our funders...we are very grateful

- Newcastle city council
- Newcastle PCT
- Northern Rock Foundation
- Lloyds TSB Foundation
- Children's Workforce Development Council
- The Big lottery
- Greggs Trust
- Community Foundation
- The Chat Shop
- Hadrian Trust
- Joicey Trust
- Rothley Trust
- James Knott Trust
- Carr-Ellison Charitable Trust

## **Newcastle CVS**

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