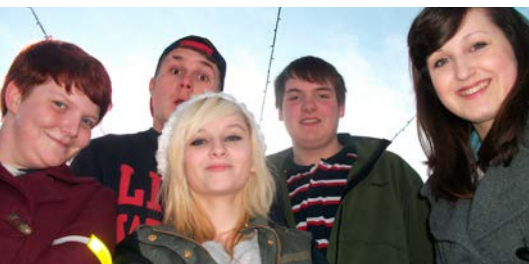


April 2012 – March 2013

# ANNUAL REVIEW



This is a summary of our activities over the past year.

If you would like more detail about our work a full Annual Report is available from our website. We would be very pleased to talk to you about our work, or how we could work together.

**To contact SVS:**

[www.southamptonvs.org.uk](http://www.southamptonvs.org.uk)  
[information@southamptonvs.org.uk](mailto:information@southamptonvs.org.uk)  
023 8022 8291

***Facing Challenges,  
Embracing Change***

# Overview

“Facing Challenges, Embracing Change” is our chosen title for this year's annual review, a title which captures what has been a difficult year, in which tough and unwelcome decisions have needed to be made. Whilst the year commenced with celebrations of volunteering, including the Queen's Diamond Jubilee Volunteering Award and the London Olympics, reductions in funding have meant that it has been with regret and sadness we have needed to reduce services. This has seen the loss of a number of longstanding and respected colleagues from within our core Voluntary Sector Support Team and the projects we deliver directly to the public.

However, necessity dictates that in order to remain a viable organisation contributing to the wellbeing of the city we have needed to extensively restructure the organisation and carefully prioritise where our efforts are best directed, to achieve the greatest outcomes for Southampton's communities. Whilst this year's theme is pertinent to our own organisation, it also clearly resonates not only with our own sector and membership, but also with colleagues operating within statutory sector organisations as the public purse further tightens.

Key themes of the year have included:

- **Leadership** – throughout the challenges of the past year, including shrinking resources and huge changes within the structures of public bodies, SVS has played a leadership role for the local voluntary sector to ensure voice, representation and inclusion in the difficult decisions that are being made locally. Also, ensuring we continue to lead by example in terms of good practice in all areas of our work.
- **Reorganisation** – carefully weighing the ask on our organisation by beneficiaries and stakeholders, staying true to our Charitable Objects and restructuring our work to deliver the greatest outcomes within the resources available.
- **Intensive Support** – challenging and intervening where requested in crisis situations within a significant number of member organisations. Issues have revolved around governance, financial management, committee disputes, loss of funding, redundancies, possible fraud, legal and safeguarding issues and complete service closures.



Outgoing SVS Chair Roy Stubbs receives a thank you gift from incoming Chair Kevin Liles

- **Communication** – though difficult times, more than ever, ensuring that we listen to the voices of our membership and beneficiaries and keep an open dialogue to ensure we are providing the best possible support. Embracing new technology and means of communicating to ensure the widest reach, whilst remaining accessible to those on the other side of the digital divide.
- **Building Relationships** – ensuring that, whilst paying considerable attention to our internal workings, we remain focused on the external environment. This has meant responding to structural and political changes and investing time and energy in forming new relationships with key decision makers within statutory sector organisations.
- **Celebrating Contributions** – taking the time, amidst the challenges, to celebrate the huge contribution made by volunteers to our organisation and our city.

## SVS Volunteers

In all aspects of SVS' work and service delivery we have teams of active volunteers who enhance our work and the services we offer to the public. Some of our SVS volunteers have themselves experienced unemployment, whilst others have additional support needs or are in recovery from addictions or health problems. Therefore, our experience in working with and involving them provides an excellent grounding for the work we do in encouraging others to actively involve volunteers.

SVS is proud and infinitely grateful for the commitment and contribution in terms of creativity, enthusiasm and the substantial donation of all our volunteers' time and effort, which to us is priceless. However, this contribution can be quantified in monetary value using the 2011 ASHE by National Statistics. This means the sum of 9472 volunteer hours is equivalent to £119,537 or 5.5 full time posts; a massive contribution and we thank each and every one of you.

Particular thanks are due this year to outgoing SVS Chair, Roy Stubbs, who has been an active member of SVS' Executive Committee for almost 20 years, including 18 years as Chair. Roy's leadership, sage advice and eye for detail have greatly benefitted SVS over this time, which has seen many developments, not least our move to the Voluntary Action Centre. Roy can be confident that the torch will be taken forward in the safe hands of Kevin Liles, who took on the Chair at our 2012 AGM.

*“Great staff on front desk greeting my clients when they arrive for appointments”*



# Voluntary Sector Support

SVS has remained focused on its central role of offering support and fostering development within the local sector, in line with our core purpose of “Promoting Voluntary Action”. The independent advice, guidance, training and representative voice we offer our membership of almost 500 local organisations is independently quality assured through accreditation from NACVA and VE / NCVO.

Amongst the considerable challenges we have faced this year we have driven forward important developments that are worthy of celebration.

## Supporting the sector through challenges and change

- Working proactively with groups and funders to improve the quality of applications and bring more resources into the city. This has seen us bring major funders Big Lottery and the Tupney Trust to meet local groups, provide training sessions on applying for funds and fundraising, as well as produce a regular funding newsletter for our membership. We have also targeted specific groups with relevant opportunities as they arise.
- Supporting new groups as they form and develop. This has included groups working around mental health, wellbeing, children and young people, disability and many more. We have engaged with groups from multiple communities including African, Chinese, Philippine, Keralan, Polish, African Caribbean and white communities, and we welcome their contributions to the city.
- We have continued to disseminate best practice concerning safeguarding children and vulnerable adults. Our CRB service has evolved in line with national policy to a Disclosure and Barring Service (DBS) and we have delivered 14 training sessions to groups and handled 180 checks for our membership.
- With our partner agency RAISE we have developed the Healthier Perspective Toolkit; a resource for voluntary organisations, CVS' and commissioners, designed to promote inclusion of the sector in the future commissioning of health services. This resource was launched at a national conference at the Royal Society of Pharmacists and has gained national recognition as an example of best practice.
- Provided crisis support to a considerable number of membership groups as they have struggled with the challenges they have faced through the year, to enable them to get back on track and move forward. This is work that by its very nature is difficult to plan for and presents considerable challenges in itself for our small and overstretched support team, yet nonetheless is an integral aspect of our offer in these challenging times.



- We have reached out to communities, particularly through our work in the SO18 postcode area, where we have acted as the development and capacity building lead for community engagement and involvement in the Big Local programme that will see an investment of £1million over the next 10 years. We plan to extend this outreach model of working over the coming year.
- We have kept the sector abreast of policy developments in all areas of our work by delivering briefing sessions and opportunities for the sector to meet key local decision makers.

## Representing our sector through changing times

- Organising sector forums and briefings in mental health, drugs and alcohol, health and wellbeing, disability and older people, children and young people to ensure representation at a strategic level with statutory partners and decision makers.
- Delivering commissioned consultation exercises for statutory partners. This has included a consultation on the development of a future Healthwatch Southampton organisation and also a consultation with vulnerable families on the barriers and challenges they face in accessing health services.
- We hosted a visit from Nick Hurd, Minister for Civil Society, where local groups were able to speak directly about the challenges they face in the current climate, best summed up by his post visit tweet:



#Thx to @SouthamptonVS for hosting a good roundtable discussion. Message: Rising demand / costs cut to bone / orgs fully stretched.

- Jo Ash, SVS CEO, continues to chair Southampton Connect, the local top level strategic partnership and also provides a strong national connection as Vice-Chair of NCVO.
- We hosted “Seeing is Believing”, an event for Hampshire and IoW Community Foundation Trust, which enabled a group of local philanthropists to better understand the needs of the city and where their charitable activities are best focused.

# Continued...

- Promoted the lobbying and campaigning role of the sector by hosting a Parliamentary Outreach Services briefing which outlined how government and the legislative process works and the routes for influence.



**Volunteers receive their awards from Southampton's Mayor**

## Promoting Volunteering and Voluntary Action

- We celebrated the huge contribution of volunteering to the city through the prestigious Diamond Volunteer Award (marking 60 years of volunteering by three local residents), the Volunteer Certificate Award (recognising the contribution of 100 hours of volunteering by 42 local people) and were delighted to see three of our membership groups awarded the Queen's Award for Volunteering.
- We were successful in upholding the Volunteering England / NCVO Quality Standard for a Volunteer Centre, recognising us as Southampton's primary volunteer development agency and enabling us to continue to use the national branding.
- Connected 40 organisations through our brokerage service that have involved 2242 volunteers over the last year. They have contributed 213,000 hours which has an estimated economic value of £2.6million (2011 ASHE by National Statistics).
- Acted as a gateway to employment for the 31% of our volunteering enquiries which have come from those seeking paid work.
- Utilised volunteering in all aspects of our own service delivery, including time limited projects such as the Central South Coast Cancer Network awareness raising pilot project Know4Sure and the Healthier Perspectives project delivered with RAISE.

***"Have worked with SVS for many years and really value the work and commitment ethos."***

***"You gave us the confidence to take our idea forward and form what has become a well known group in the City."***

- Delivered and developed our supported volunteering project Get Involved, to ensure inclusion and access to volunteering for those with additional support needs, including sensory impairments, learning disability and mental health problems.
- Further developed links with the private sector in Southampton to encourage corporate social responsibility and volunteering. This has been made possible by close working with our partners SCC and Business Southampton.



**Voluntary sector working in partnership**

- We have continued to support volunteer coordinators through the Volunteer Coordinators Group which has enabled the sharing of ideas and best practice in all things volunteering.

## Working in Partnership

- SVS remains committed to partnership working, within and across sectors, and we believe this is even more important in times of financial difficulty as together we can achieve so much more.
- Partnership working arrangements are fostered not only through our own forums and networks but also through our membership of Southampton Connect, The Childrens Trust, the Safe City Partnership, the Integrated Person Centred Care Pathway Board, Mental Health Partnership, Drug and Alcohol Team Partnership and other partnership arrangements.
- Specific partnership working groups over the last year have included Action Against Suicide, Dual Diagnosis Pathway Group (substance misuse / mental health), SO18 Big Local mentioned previously and Families Matter, Southampton's local delivery tool for the Government's Troubled Families agenda.

# Future Plans

SVS has this year published **Strive, Thrive, Survive | A Forward Planning Document for 2013 - 2016**. This document has been shaped by extensive consultation with our membership, beneficiaries, staff, volunteers and key strategic stakeholders, including funders, and further informed by an external consultancy report, funded through the Transition Fund, published in March 2012.

This document takes stock of our rich organisational heritage, reflects on the current financial and strategic issues affecting our sector, and takes a pragmatic stance on our opportunities for development in the coming period.

## What you told us...

Through our stakeholder questionnaire we asked you to rank areas of our main work strands in order of importance to you, by scoring 1 for most through to 7 for least, and although there were some significant variations within these scores when based on the average score values, the things you said were important from most to least are –

1. Developing Voluntary organisations capacity, skills, through to 1:1 support and training
2. Involving volunteers & promoting voluntary action
3. Providing independent advice information and good practice guidance
4. Voice for the voluntary sector in Strategic partnerships
5. Influencing policy & service planning / commissioning
6. Linking Voluntary, Statutory & Private organisations together through forums, networks and special events
7. Crisis intervention / support for individual organisations

Below are some of the comments you made about where you would like to see us focus our energies:

“**Training. On how to run a committee meeting through to the excellent training on child protection.**”

“**Voice of the sector.**”

“**Information, advice and a voice about SCC commissioning plans so that our organisation does not stand alone. The Children's Alliance is an important part of this.**”

“**HR advice in a crisis keep doing it all!**”

“**Fundraising advice and help bid conflict resolution. Access to services.**”

“**Impartial advice and trusted support.**”



**Members of the voluntary sector support team**

## What we will do...

In light of the feedback we have received from our membership and stakeholders we have set our priorities for supporting the local sector during the 2013 – 16 period as follows. This reflects not only what you have told us but also the need to ensure our organisation can sustainably develop in the current economic climate, within the resources available.

- provide positive leadership
- give a strong voice for our sector during turbulent times
- offer support and independent advice
- be a 'port in the storm' for individual organisations
- help amplify the quieter voices in our deprived and marginalised communities
- be an advocate for our members, but also constructively challenge as a 'critical friend' when necessary
- be a resolute and hard working partner with others to help tackle the intense and growing problems we face in the city
- promote voluntary action and voluntarism as part of the resources which can be harnessed to help tackle city problems alongside those of the public and private sectors

The full document is available from our website  
[www.southamptonvs.org.uk](http://www.southamptonvs.org.uk)



# SVS Services

SVS' Services have continued serving some of the city's most vulnerable people through increasingly difficult times and are acutely aware of the impact the welfare reforms are likely to have on their clients as they begin to bite over the next year. We foresee an increase in demand for our services by vulnerable people in crisis at a time when most, if not all, of our projects are seeing a considerable reduction in resources. This means the need to focus our support where it can have the most impact will be paramount over the coming period, as will actively seeking additional resources and fundraising opportunities to ensure we are able to go the extra mile.

Whilst facing considerable resource challenges over the last year, in some cases seeing complete funding streams being withdrawn, with the ensuing loss of colleagues and clients alike, SVS Services have done what they do best – demonstrate resilience, determination and pragmatism in the face of adversity to deliver the best possible service to those in need.



**Family Projects** following a significant reduction in funding from the previous year the project continued to engage with local vulnerable families and had almost 2000 contacts with parents through its support groups, over 2000 contacts with under school age children through groups and undertook 96 home visits to families in crisis. Over 100 families successfully moved on from the service this year, better equipped to meet life's challenges. Despite these successes the project has once again faced funding cuts with 10% being withdrawn from the project for the next financial year. Whilst this was initially seen as bearable through planned efficiencies and fundraising, the shift to the Families Matters local authority funding stream means working to this new agenda. Therefore Family Projects have had to completely refocus its activity to meet the new criteria, targeting families with school age children, meaning in practice the majority of the project's previous clients, families with under 5s, will no longer be eligible to receive the service. Whilst short term arrangements have been made to provide a weekly crisis drop-in to bridge this, the loss of continuity has been a bitter pill for both the families and project staff.

**“ I don't know where I would have been if it hadn't been for Family Projects ”**  
Family Projects client



**MORPH** over the last year the project has provided advocacy to 55 clients in drug treatment services, delivered 47 drop-in sessions and supported 90 clients through peer support. MORPH's newly developed DIY Recovery Groups have engaged with 47 clients through 99 delivered sessions and employ cognitive behavioural therapy tools and techniques to provide a choice for those who do not relate to other models. The project has also been active in the national arena speaking at the Drink and Drug News National Carers Conference whilst also playing an active role in representing service users in local service developments and reconfigurations.

**“ These groups have really helped me understand my use, which helps me control it. ”**  
DIY Recovery Group service user



**Safe in Sound** has worked in an outreach capacity within the local night time economy weekly over the last year, thanks to the commitment and contribution of its many volunteers, who are involved in all aspects of the project's delivery. The project has delivered brief interventions to over 1200 young people at local venues concerning risk taking behaviour (drugs, alcohol, sexual health, personal safety) and has engaged more intensively with a further 915. Funding from the Department of Health has enabled the project to be evaluated by independent researchers, which has provided some useful recommendations to further the project's development and help secure further funding.

**“ It's making people think and getting them talking about those sorts of things really. Making them think about risks and consequences. ”**  
Laura Health Outreach Volunteer



SVS Shopmobility's city base

### Southampton Local Involvement Network (LINK)

due to slippage in the government's timetable to develop local Healthwatch organisations in line with the Health & Social Care Act, Southampton LINK has continued for a further year. During this time the Patient and Public Engagement aspect of LINK has gathered momentum and a series of engagement events have been delivered throughout the year. Thanks to the hard work of paid staff and steering group members alike the LINK's engagement and prioritisation methods have been vastly improved; ensuring that the LINK is focusing on the issues that are of the most importance to the public and that their views are represented at the appropriate arenas. The LINK steering group are continuing past April 2013 as the interim Healthwatch Southampton Patient and Public Engagement Steering Group, with SVS continuing to provide support, whilst the tender process is underway to decide the future provider of Healthwatch Southampton, for which SVS is a keen contender.

**"We have greatly valued working closely with Southampton LINK, as one of our key priorities is to continue to improve the hospital experience of our patients."**

Mark Hackett, Chief Executive, Southampton University Hospitals Trust



Southampton LINK health event

**Shopmobility** despite a reduction in funding the project has continued to provide access, for people with a long term or temporary mobility issues, to Southampton's city centre through the provision of mobility scooters and aids, whilst actively fundraising to further develop its offer. Whilst overall total hire is down on the previous year, attributable to the poor weather and the economic climate seeing fewer people accessing the city per se, the project has still enabled almost 3,500 separate hires of equipment, therefore promoting inclusion by ensuring people with mobility problems are able to access the city centre. Following the announcement of further funding cuts the project has restructured for the forthcoming year and with input from across SVS admin team and volunteers looks forward to continuing to provide an effective and friendly service to all its customers.

**"Without shopmobility I wouldn't be able to come into town. This is a wonderful service and people like me would be lost without it. Keep up the good work."**

Customer Testimonial



Young Carers Project in-school cookery course

**Young Carers Project** over the year the project has supported 193 young carers, which represents a year on year increase. As of the year end the project had a record total of 154 young carers receiving support at any one time. In addition the project has supported 27 young carers aged 16-24 who are going through a significant period of change in their lives, such as moving from school to work or further education. Even though the need for the project is at an all time high, and further evidence of poor outcomes for young carers in later life is coming to light, the recommendation from SCC in November 2012 was to cut 100% of the project's funding. Following a well orchestrated campaign to raise awareness of the client group's specific needs it has been possible to retain 80% of the funding, this has however put significant pressure on the young carers and their families as well as an already stretched service. However the service has regrouped and continues to promote a much valued service supporting young carers to cope with the challenges and impact their role has on their lives.

**"It's a relief to find someone out there who actually understands you, not just offer words of sympathy and encouragement."**

Melissa aged 15



# SVS Staff & Trustees as of August 2013

Jo Ash  
Phil Lee  
Jude Perrott  
Victoria Smith

Chief Executive / Company Secretary  
Deputy Chief Executive  
Finance and Business Controller  
Senior Administrator

## Voluntary Sector Support Team

Auran Sood  
Funding & Fundraising Development Worker (PT)  
Louise Evans  
Big Local Development Worker (PT)  
Robert Kurn  
Support & Development Team Leader  
Roxane Kalidas  
Healthwatch Development Worker  
Ant Douglas  
Volunteer Development Worker

## SVS Services

Duncan Reade  
Safe in Sound Coordinator (PT)  
Di Barnes  
Family Projects Team Leader (PT)  
Julie Marron  
Young Carers Team Leader (PT)  
Phil Lee  
City Shopmobility  
Simon Parry &  
M.O.R.P.H. Project Coordinators  
Sue Tutton

## SVS Executive Committee

### Elected representatives

Mr K Liles  
Chair  
Mr M Treasure Jones  
Vice Chair  
Mr C Warburg  
Honorary Treasurer  
Ms M Carnegie  
Mr K Nayyar  
Mr P Keeley  
Mr S Mantle  
Mr L Slack  
Mr D Wrighton  
Ms P Damani  
Mr M Bovey  
Mr S Khalid

### Southampton City Council nominated representatives

Cllr J Inglis  
Cllr J Noon

### Ex-Officio Members

Mr G Henderson  
Probation Trust  
Dr M Kelsey  
Southampton CCG

SVS would like to  
thank all our funders  
for your ongoing  
support.

# Contact Details

Southampton Voluntary Services, The Voluntary Action Centre, Kingsland Square, St Mary Street, Southampton, SO14 1NW  
Southampton Voluntary Services, City Shopmobility, 7 Castle Way, Southampton, SO14 2BX

**Website:** [www.southamptonvs.org.uk](http://www.southamptonvs.org.uk)

**Email:** [information@southamptonvs.org.uk](mailto:information@southamptonvs.org.uk)

**Tel:** SVS Main 023 8022 8291  
City Shopmobility 023 8063 1263



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Quality  
Award

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SVS is committed to helping our environment and this Annual Review is printed on 100% recycled paper using vegetable ink.

### Front cover photos:

Young Carers Next Steps Project, Volunteer Certificate, Family Projects crèche, Know 4 Sure cancer awareness event, Family Projects Jubilee Celebration, sector health briefing, Bargate, 5x25 healthy cooking project, Simon Parry from MORPH, Voluntary Action Centre.