

ANNUAL REVIEW 15-16



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INTRODUCTION



Volunteering and involvement in voluntary action can be a powerful force for personal and social change. It can help the volunteer to grow as much as the recipient of their volunteering – it (re) connects people to the world of work or training, helps them retain expertise or attain new skills, build confidence, purpose and self-worth. Through giving up their time people make new friends and inter-community connections, and it can be a source of personal pride, self-achievement and social value.

All aspects of our work promote voluntary action; from recruiting volunteers and helping the wider voluntary sector to be well managed, effective and to have a voice, through to the projects we manage which give local people an opportunity to contribute and find solutions to local issues. This report focuses on the impact we have achieved across the breadth of our activities from April 15 to March 16.

Promoting quality in voluntary action has been a clear theme over the past year. We have celebrated achieving re-accreditations of our two externally assessed national quality awards - from NAVCA for our core voluntary sector support work and NCVO for our Volunteer Centre work. We have also been the city's first charity to be awarded the national Workplace Wellbeing Charter, of which we are immensely proud.

Our well attended October conference Stepping Forward also focused on the quality agenda, with a number of masterclasses on important aspects of

organisational governance and management. Public confidence in the sector has been eroded in the past year in the aftermath of media frenzy over the poor practices of some of the biggest national fundraising charities. It is now ever more important that local voluntary organisations demonstrate by example their own good practice and earn the right to be trusted and valued by local people and partners.

Our conference also helped to launch a series of events encouraging collaboration within the sector – a theme often raised by the Big Lottery and SCC. Our new sector forum, The Friday Forum, has enabled open discussions about how groups can work more closely in the future, by submitting joint funding bids and sharing back office functions.

Our networks enable us to give the sector a voice at numerous city strategic partnerships. SVS will continue to raise issues on behalf of the range of local voluntary groups, and will always champion the right of voluntary organisations to do so on behalf of those they serve. Genuine partnerships are built on mutual trust, respect and the ability to act as a critical friend, with equal emphasis on both those words, as well as on both sides to listen and hear.

A huge thank you is due to every one of the 60 or so SVS volunteers active at any one time across our projects and services, as well, of course, as guiding our work and governance by being on SVS' Executive Committee, as our charity trustees and company directors. Without you and the in kind resources and funding made available to us by all our supporters including SCC, SCCC, charitable trusts, donations and business partners such as Ideal Collection for Community Roots, we couldn't do what we do and our genuine thanks go to one and all for your support and help – long may it continue!

Our AGM in October this year will be our 18th as SVS, which marks the coming of age for our organisation under its current name and incorporated charitable company status. Our roots in the city, however, go back much further to our ad hoc inception in 1968, and we look forward to marking our formal inauguration and constitution as an organisation serving the city and the voluntary sector for 50 years in February 2018.

Jo Ash, CBE
CEO, SVS





Voluntary organisations supported by SVS **686**



Groups supported to secure funding **386**



Volunteer enquiries processed **1170**



Collaboration facilitated through sector events **24**



Grants administered to SO18 Big Local area **£54,081.21**



Volunteer's contributed to our work **3399hr = £47,857.92***



Individuals helped by Healthwatch regarding health & care services **554**



City centre visits enabled by Shopmobility **3878**



Young people supported by Young Carers Project **270**



Raised non-statutory funding to support our work **£230,581**



Achieved three Quality Assurance awards

- VCQA
- NVCA
- Workplace wellbeing

* Using the 2015 provisional median earnings from ASHE by Office of National Statistics

Supporting Governance



Our support work with the local sector is quality assured through the nationally recognised NAVCA Quality Award, which we successfully renewed in year. The independent audit of our evidence stated that in the 7 out of 9 areas,

“The evidence submitted demonstrates that the organisation is working at a level above that expected of the outcome.”

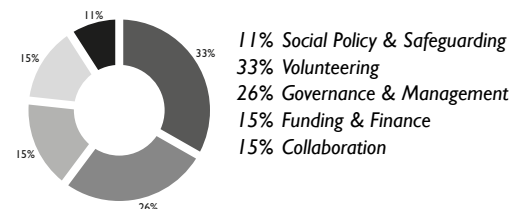
Effective governance is the solid ground on which successful voluntary organisations are built. SVS' role is to promote and encourage best practice in all aspects of organisational governance, to ensure the local voluntary sector is as strong as possible. To this end we support emerging voluntary organisations with the constitutional documents that set out how they make decisions, train their trustees to better understand their roles and responsibility, and advise on a broad range of policy and managerial issues. SVS' aim is to ensure local voluntary organisations are well managed, effective and accountable.

Crisis situations sometimes arise within groups. In these situations we work closely with the group to help them resolve their issues. This aspect of our work is often highly complex and resource intensive, and generally stems from the trustees' lack of understanding of their roles, alongside inadequate organisational constitutions. Given our small team, which has shrunk in recent years, capacity to respond to these situations is incredibly stretched.

“Having a 1:1 session with Jo was an excellent use of my time and I learnt a huge amount through Jo’s gentle questioning and reflection. There is an old saying, ‘learn from experience, preferably someone else’s!’ This is because ‘experience is what you have after you just needed it’. We all go through tough times in management. Having Jo there was so reassuring and her help and support was invaluable. SVS is such an excellent organisation and essential to Southampton. I’m so grateful.”

Mandy Harding, Southampton Street Pastors

Contact Themes



KEY ACTIVITY AND IMPACT:



Number of organisations we supported **686**



Number of people **1257**



Total contacts **7219**



Volunteering

Promoting voluntary action is central to all we do at SVS. As Southampton's Volunteer Centre our work on volunteering is organised on two fronts. Firstly, connecting the public to the city's volunteering opportunities with a host of different organisations. And secondly, supporting organisations and volunteer managers in best practice on all aspects of volunteer involvement. Alongside this we also raise the profile of volunteering across the city with volunteer celebration events, volunteer fairs and attendance at other exhibitions and events to discuss the benefits of volunteering to the public.

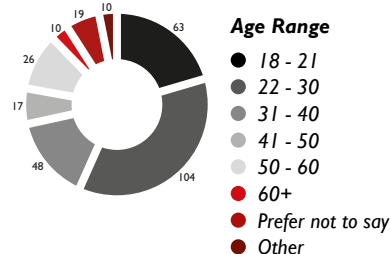
Major achievements of the year have included the development of an in-house online volunteer brokerage system. This is enabling us to accurately track volunteer enquiries, subsequent placement outcomes and equalities monitoring data in a far more sophisticated way, which is in turn enabling us to better target our efforts. As well as increasing our effectiveness the system is also driving efficiency and saving time.

We are also delighted to have been re-awarded the NCVO Volunteer Centre Quality Accreditation, highlighting our commitment to nationally recognised best practice standards. SVS is currently the only volunteer centre in Hampshire to hold this accreditation, which is a great achievement for our organisation.

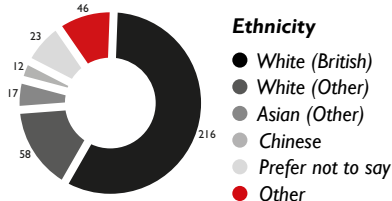


IMPACT:

Volunteers Grouped by Age



Volunteers Ethnicity



“I find SVS a really useful and knowledgeable organisation whom I use to check our policies are up to date, volunteer issues, networking, etc. Your referral system re volunteers is efficient and simple, much more so than Do-it. SVS is essential for supporting and understanding the needs of local voluntary organisations.”

Marina Murphy, Friends of St James Park

SPECIFIC ACTION ACROSS THE YEAR HAS INCLUDED:



Advertised **266** different volunteer roles



Processed **1170** volunteer enquiries



50% of referrals converted to volunteer placements



Delivered training to **86** volunteer co-ordinators



Provided **58** volunteer drop-in sessions



44 Groups attended our West Quay Volunteering Fayre

Funding

Help to secure funding is a core SVS offer to the local voluntary sector, on the sector's request. We therefore have a part-time worker dedicated to this area, with an additional contribution of 293 volunteer hours. The support offered includes raising awareness of funding opportunities, training groups to fundraise and apply for funds, and supporting groups in their applications. Our work to encourage external investment in the local voluntary sector is complimented by our work to ensure groups have a firm governance foundation, so they are accountable and transparent in managing charitable funding and delivering services to their beneficiaries.

SVS activities improve the success rate of funding applications, pulling more resources into Southampton at a time of financial challenge. SVS is currently working to improve evaluation of funding support, so we can more accurately quantify the considerable amount of non-statutory funding we are helping to draw into the city. However, current evaluation of our activities and impact includes:

- Organising a city wide funding fair attracting over **100** voluntary organisations
- Specific work targeting BAME groups in partnership with Big Lottery, to increase applications and success rates
- Providing **£2000** of grants to **19** local groups for St Georges Day celebrations, courtesy of HIOWCFT



“ Hi Auran, just to inform you that we have received £4694 funding – the whole lot – for the Holyrood’s kids’ summer activities. Great isn’t it? Thank you for invaluable help, bless you! ”

Feedback from Lynda Walton, Holyrood Estate Residents’ & Tenants’ Association (Awarded £4695 from A4A)

“ You have been amazing with all the help you have provided the MS Society Branch. The initial meeting you had with me, another meeting with the Chair and the times you checked through our application have all been invaluable and very much appreciated. I feel more confident with the grant process and all due to the support you have provided and to know you personally are on the end of an email is just unbelievable and a weight lifted! ”

Feedback from Donna, MS Society (Awarded £10,000 from A4A)



Intensive work with Parents Support
Link to secure **£250,000**



Delivering **13** funding workshops reaching
262 local voluntary organisations



Working intensively with **24**
organisations on specific funding bids

Collaboration and Partnership

Encouraging collaboration is an important aspect of SVS' work with the voluntary sector. Be it forming partnerships to bid for funding, providing opportunities for groups to network and share best practice, or working more closely with other sectors, SVS has driven forward collaborative approaches over the year.

In consultation with the voluntary sector we have transformed our voluntary sector forums to offer a monthly Friday Forum. This has proved highly successful and enables groups with different interests to come together explore local issues, with a view joint working. Agendas have been varied, and have included the themes of Welfare Reform, Health Inequalities, Quality Assurance, and the reform of Southampton City Council grants.

The Friday Forum, and other voluntary sector events, alongside our network of local organisations means SVS is well placed to provide a representative sector voice into a number of the city's Strategic Partnerships. This ensures decision makers are hearing the sector's views, concerns and innovative solutions as they form local plans.

Some pieces of collaborative work in which SVS is directly involved include our role in administering grant funding for the SO18 Big Local programme, heading up the Christmas Toy Appeal with private, statutory and voluntary sector organisations, providing a coordination role as part of the PIPPA partnership delivering the city's Domestic and Sexual Violence contract, and chairing a consortia of local advice agencies, Advice Southampton. Our learning from these partnerships is invaluable in helping us facilitate and advise on collaborative approaches with the wider voluntary sector.



“ I just wanted to say that I think Your Friday Forums are an extremely good idea and I think the format is inspirational. Having two sessions works well... I think knowing what the themes and speakers will be in advance is excellent because we can plan to be there for the ones that are most relevant to our charities. This helps with our time management – thank you. And, of course the opportunity for us to network is priceless. ”

Phil Williams, Age UK Southampton

IMPACT:



Facilitated **24** voluntary forums, events and briefings



Represented sector views at **22** Strategic Partnership meetings



Distributed **5000** toys to local children in poverty through the Christmas Toy appeal



Over **100** people attended our conference Stepping Forward: Promoting Quality in Voluntary Action

PROJECT OVERVIEW

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SVS Projects



SVS Projects have been developed through consultation with the public and our partners in response to local need. They are funded through a combination of public sector delivery contracts and grants, support from local business, donations from the public and charitable trust funding.

Our projects would be unable to operate without the added value brought by our teams of dedicated volunteers. Without their goodwill, energy and expertise none of what we achieve would be possible. The following descriptions explain more about our individual services, however, when we quantify impact across the totality of our projects we are pleased to report the following headlines.

IMPACT:



Volunteer contributions
= **2774** hours



Non-statutory funding raised
= **£180,581**



People in need who received
our support = **1803**

Community Roots



The Community Roots allotment scheme provides supported volunteering, training and work experience opportunities to those who have experienced homelessness, mental health, and alcohol or substance misuse issues. It focuses on nurturing skills, team working and building self-esteem, as well as offering a chance to exercise in the fresh air and socialise!

The allotment is a calm, peaceful place to escape the distractions of everyday life, yet tucked away just 5 minutes from Southampton city centre. 'Community Roots' project is a joint partnership between Southampton Voluntary Services (SVS) and local business Ideal Collection, a hospitality group.

“The Community Roots Project has been instrumental with my wellbeing, progress, staying off the drink and recovering from a breakdown.”

Justin, supported volunteer

IMPACT:



17 regular volunteers supported

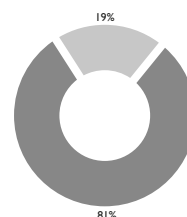


3 peer mentor volunteers



1131 hours of volunteer time contributed

Positive Life Impact



Number of scores out of 10

● 7 & 8
● 9 & 10



Healthwatch Southampton



Healthwatch Southampton is commissioned by Southampton City Council to enable the public to make their views known about local services, to provide information and advice, and to offer advocacy for people to make a NHS complaint. We deliver these services through our staff and volunteer team, and sub-contracts with Southampton CAB and SEAP. Healthwatch aims to improve local services by offering evidence on the public's perspective on services to local decision makers.

- Helped change national guidance to improve access to GP surgeries
- Worked with over **400** local people to offer advice and guidance about local services



Increased the volume of our health complaints advocacy work by **21%**, to help **153** people



Connected with **86** voluntary sector organisations to find out their views

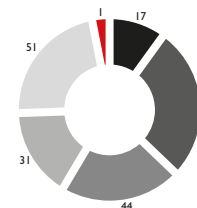


Contribution of **534** voluntary hours

“I just wanted to say a personal thank you for all that you and other SVS organisations have done on the Anti-Stigma in Mental Health Campaign... Your contributions to the programme for the two weeks around World Mental Health Day was vital to the overall teamwork in leadership and delivery.”

Councillor Lewzey

HWS Cases 2015



2015/16
202 Cases in total
 58 General
 44 Hospital Service
 31 Social Care
 51 Other Service
 18 Not specified

MORPH

MORPH is a project that works with People who use drugs (PUD's) and/or drug services. In spite of a challenging year in which local authority grant funding came to an end, we have been able to secure two years funding from the Tudor Trust to continue to develop our work, albeit with reduced worker time. We provide a number of services which have had the following impact over the year:

IMPACT: This year we have provided:



675 hours of Peer support over 20 hours of Advocacy



38 drop-in sessions



36 DIY Recovery Groups



5 Drug Warning alerts – including information about the impact the Psychoactive Substances Act could have when it becomes law



PROJECT OVERVIEW

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City Shopmobility

Southampton Shopmobility provides daily, and long term hire, of mobility scooters, powered and manual wheelchairs, and other mobility aids. The service supports anyone with a temporary or long term disability. The project offers its customers a lifeline to maintain, or recapture, their social contacts, activities and independence through the use of vehicles to access the City Centre.

The service is currently grant funded by Southampton City Council and staffed by SVS Business Support Team and volunteers.

“A brilliant service, we use Shopmobility in many cities across the UK and this is one of the best. Great location and parking facilities, lovely staff and volunteers.”



IMPACT:

Enabled **3878** (15% increase on 14/15) visits to city centre shops and amenities



Increased our membership to **888** local users



Contribution of **508** voluntary hours



98% of customers rate the service as excellent



Young Carers



The SVS Young Carers Project works with young people aged 8-18 who are caring for an unwell or disabled family member. This may be due to learning or physical disability, mental health difficulties, chronic illness or drug and alcohol misuse.

The project is committed to providing consistent, quality support and respite opportunities to ensure that young carers have access to leisure time, education, alternative learning experiences and health services. The project is funded through a public sector contract, with additional funding raised through donations and charitable trusts.

“When I’m fed up it’s nice to know that people care because I’m a young carer.”

Ben aged 12

IMPACT: This year we have



Supported **270** young carers



We received **109** referrals from the Early Help Team, School Nurses and Schools



Contribution of **583** voluntary hours



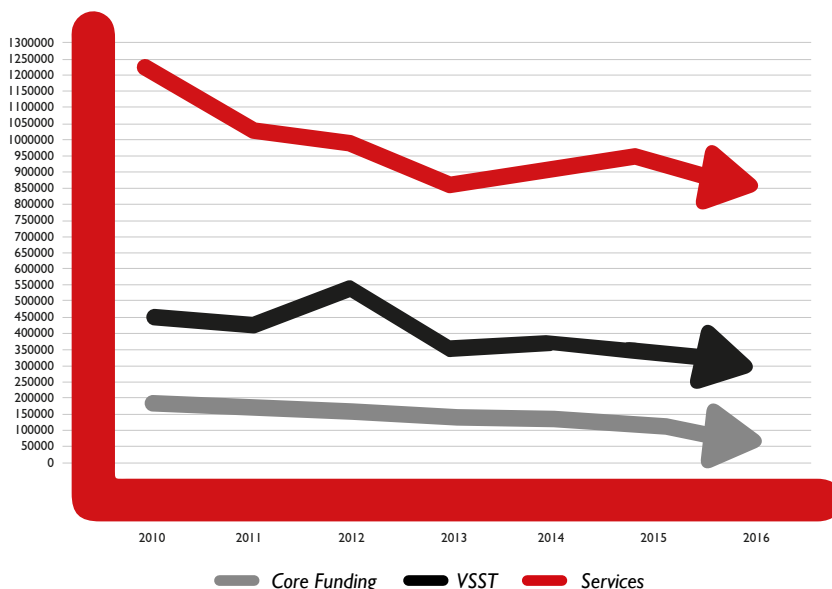
98% of young carers say they enjoy group sessions



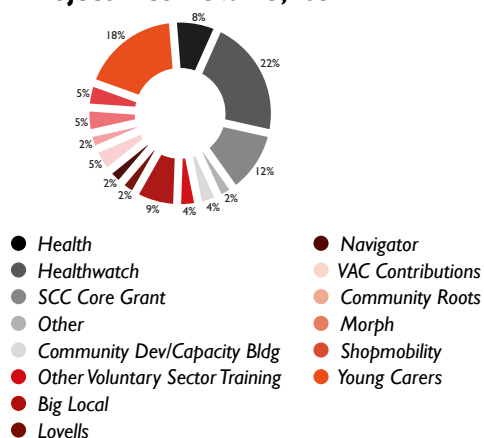
Finance

The following charts show income, expenditure and funding trends across the entirety of SVS.

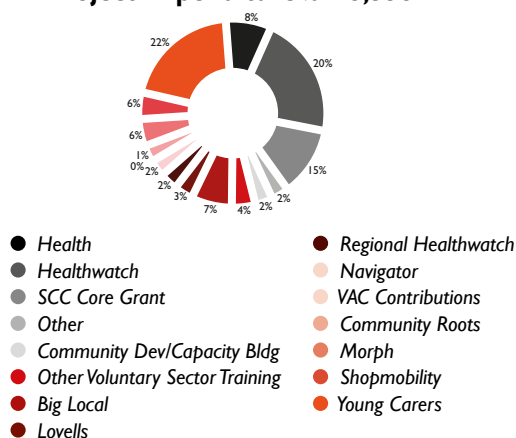
Whilst this is a downward trend, reflecting the current financial climate, SVS has been successfully audited as a going concern for the future year. Our complete, audited accounts are available to view on our website.



SVS Core Grant, VSST & Project Income £915,905



SVS Core Grant, VSST & Project Expenditure £918,358



Future

Given the prevailing political, economic and social climate, along with uncertainty regarding future structures and funding being brought about by further potential upheaval under a Solent Devolution agenda, the future is becoming an increasingly challenging landscape for which to plan. Our established cycle of three year forward planning, currently reaching an end under 2013-2016 plans, is less suited to the unprecedented level of uncertainty we are currently facing. SVS Executive Committee will therefore take a fresh approach this year; with development of a longer term vision and statement of intent, leaving room for organisational agility in the coming period.

Trustee and staff info

Reference and administrative information

Executive Committee

(As of September 2016)

Kevin Liles.....	Chair
Mike Treasure Jones	Vice Chair
Carole Rogers	Honorary Treasurer
Cllr John Inglis	(nominated SCC)
Cllr John Noon.....	(nominated SCC)
Mary Carnegie	
Peter Keeley	
Simon Mantle	
David Wrighton	
Farhad Zarin	
Dr Mark Kelsey	(ex-officio) Southampton CCG

SVS Lead Contacts

Jo Ash, CBE.....	Chief Executive / Company Secretary
Rob Kurn	Deputy Chief Executive
Jude Perrot.....	Finance and Business Controller
Helen Marlow.....	Business Support

SVS Voluntary Sector Support Team

Auran Sood.....	Funding & Fundraising Development Worker (pt)
Louise Evans	Big Local Development Worker (pt)
Rob Kurn	Support and Development
Imogen Higgs.....	Volunteer Development Worker
Duncan Reade.....	PIPPA Coordinator (pt)

SVS Projects – Lead Contacts

Duncan Reade.....	Community Roots (pt)
Rob Kurn	Healthwatch Southampton / City Shopmobility
Simon Parry and Sue Tutton	M.O.R.P.H. (pt)
Julie Marron	Young Carers (pt)

SVS' Vision:

“Southampton is a city where everyone is inspired to make positive contributions to their communities.”

SVS' Organisational Values:

- **Passion** – SVS believes voluntary action is built on the passion of people and communities to make a positive difference.
- **Inclusiveness** – SVS believes that the voluntary ethic is best upheld when organisations promote equality and diversity and are open, democratic, accessible and accountable to their users, members and the wider community.
- **Independence** – SVS will be a strong and independent voice for the sector; supporting best practice in autonomous organisations.
- **Innovation** – SVS will support organisational resourcefulness, flexibility and adaptability, through innovative, original ideas and creative solutions.
- **Partnership** – SVS is committed to positive partnership work to create shared thinking and find solutions to meet local needs.

The Mission Statement:

“SVS aims to support a vibrant voluntary and community sector with a strong voice and the best of support. SVS actively promotes voluntary action and the provision of essential services to vulnerable communities.”

This year we have been delighted to celebrate SVS' long serving CEO and Company Secretary, Ms Jo Ash, being awarded a CBE in the New Year's honours list. This marks her considerable contribution in promoting the spirit of voluntarism, speaking up for the rights of communities to set their own destinies, and supporting the vulnerable and disadvantaged to build better lives. Values which clearly chime with the core of SVS as an organisation.

SVS is committed to helping our environment and this Annual Review is printed on 100% FSC (Forest Stewardship Council) certified paper; which guarantees consumers and society that these products are manufactured from forests planted in an environmentally friendly manner; based on practices that fully respect and protect the surrounding environment and communities.