



Southampton Voluntary Services

ANNUAL REVIEW

2016-17

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INTRODUCTION BY SVS CHIEF EXECUTIVE JO ASH, CBE

On a global level, the past year has certainly seen some cataclysmic events which will undoubtedly have their resonances in terms of our local communities and social policy agendas.

Welfare reforms and continued public sector funding pressures combine with the Brexit decision and its underlying rationale, the rise of the far right in Britain and Europe, the election of Trump and the impact of terrorism all serve to increase intolerance and social tensions whilst perpetuating inequality and deprivation. These cause fracture lines within communities and erode social cohesion. Voluntary sector and civil society organisations will need to play their part fully as we work together to ensure respect, tolerance, fairness and social justice are what characterises our fair city now and in the future, as it has proudly done so often in its past.

Against this backdrop SVS' overall Voluntary Sector Support Team (VSST) capacity has been badly reduced this year with the loss of about 1/3rd of VSST funding due to total withdrawal of the Public Health grant which historically had been a long standing and much appreciated contribution to our work from our health partners. This, coupled with uncertainty over our main Southampton

City Council (SCC) grant due to their major grants review which has been ongoing for some time, has meant it has been a very difficult and stressful period in terms of workload and forward planning for SVS, as it has for many other voluntary groups in the city.

The grants review has led to increased workload due both to supporting the sector through the process by participating with SCC colleagues in planning and hosting various consultation events, and also in running SVS facilitated voluntary sector only events for each of the four commissioning themes, as well as a training session for local groups on the use of the Curtis Fitch web portal for tenders. There has also been an increased number of one to one enquiries and support sought by organisations seeking advice and guidance from SVS about associated specific issues or concerns about the impact on their work.

We have also facilitated and participated in a number of partnership initiatives linked to these developments, including as appointed lead body for the Advice Southampton partnership and alongside colleagues from SCA and Solent NHS as Southampton Healthy Living, the new partnership which successfully tendered for the city's health behaviour change contract and which we look forward

to playing our part in delivering in the coming year.

During the grants review SVS made representations to the SCC Leader, Councillors and officers about the impact on the sector and were pleased to see a further extension of grants and secured a welcome commitment of a 3 month notice period on any funding withdrawal. However, it was not until the final day of the financial year covered by this report that we received the welcome news that we would receive funding through the current 2017-18 financial year. This good news is, however, coupled with the proviso that we would need to be looking for future funding for our work under specifications yet to be determined and that will probably be tendered, which will inevitably generate substantial additional work focused on our internal needs and survival, rather than on the voluntary sector support role that is our primary purpose.

In the light of this unprecedented period of turbulence the Executive Committee again decided it was unproductive to redraft another 3 year forward plan but did spend a considerable amount of its time focusing on the coming year and SVS future survival. We did undertake a membership survey to ensure that our member organisations views and priorities continue to inform our work on as proactive a basis as is possible, albeit that it feels we have more often been in reactive mode of late.

Given that it has often been a difficult and frustrating year it was therefore heartening and uplifting to receive what was in the vast majority really positive feedback and endorsements about the help groups feel they receive from SVS together with some useful suggestions about other support groups would find helpful.

Our membership is currently 469 and continues to grow steadily reflecting the diversity of the sector locally, but we work with voluntary groups whether or not they have formally joined and last year we recorded contact with over 999 individuals representing groups on a huge array of issues, although as ever for our sector the key areas of support are around the cornerstones of good governance, volunteering, funding and financial management, and the operational context of changing state policy, structures and legislation. SVS has also helped facilitate voluntary sector input to a variety of consultations, events and partnership meetings and has spoken up as a voice for the local voluntary sector both locally and nationally including on significant issues such as devolution and the proposed Combined Mayoral Authority plans.

SVS involves volunteers in all aspects of its work, from our trustee board who so ably guide our work overall and ensure accountability to our members and funders, through to all volunteers in various roles across our services and VSST activities. The number of active volunteers vary during the year but broadly speaking we have about 100 volunteers involved in SVS activities at any time. Their activities range from admin tasks, mentoring and befriending activities, IT and media input, outreach and public engagement through to trustee involvement in things such as the SCC Mega Casino review panel and lay input to personal health budgets panels. We are very grateful for the huge contribution they make in terms of their freely given time and interest and without whom we could not do so much so a big thank you to one and all.

Jo Ash, CBE

Chief Executive Officer
Southampton Voluntary Services



7905
interactions with
voluntary organisations



999
organisational staff
supported



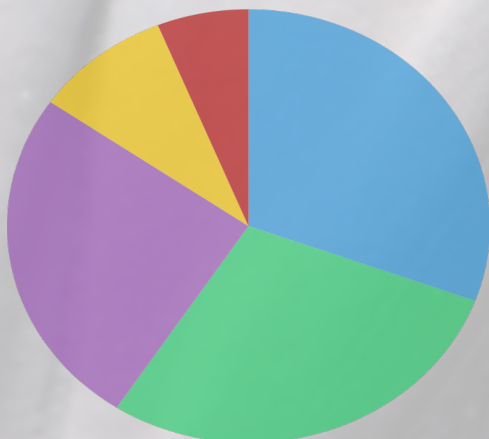
61
organisations joined
our network this year

VOLUNTARY SECTOR SUPPORT

In terms of the SVS Voluntary Sector Support Team (VSST) there is always a friendly welcome at the VAC to anyone seeking independent, impartial and informed advice or guidance about any aspect of the governance or management of charities or voluntary organisations as well as to those looking to get involved as volunteers in the huge variety of voluntary groups and statutory services in the city.

The following pages detail some of our achievements over the year in terms of supporting governance, volunteering, funding, and collaboration.

Contact Themes:



- 30% Collaboration
- 28% Volunteering
- 25% Funding & Finance
- 9% Governance & Management
- 6% Social Policy & Safeguarding



SUPPORTING GOVERNANCE

Supporting a vibrant voluntary sector is key to SVS' mission of promoting voluntary action. SVS' support and development work is quality assured through the National Association for Voluntary and Community Action's (NAVCA) Quality Award. This gives our members and partners confidence in the work we undertake.

Appropriate and effective governance enables organisations to plan, grow, practice safely and build resilience. Getting this right can be the difference between success and failure for voluntary organisations. To this end SVS supports the local sector through training, seminars, one-to-one problem solving and interventions in a crisis.

The SVS First Friday Forum is the city's meeting place for all things voluntary sector. Last year we organised

12 First Friday Forums exploring topics of importance to the local sector, from funding and governance, through to NHS plans, and arts and heritage. The Forums give groups an opportunity to share information, build stronger relationships and plan collaborative activities. The forum is supplemented by one-off events and sector briefings on specific topics.

During the year SVS has also provided support as an independent third party. This has included acting as independent election commissioner for the Western Docks Consultative Forum, Art Asia, and the Shahjalal Mosque and Islamic Centre. SVS has also given one-to-one help to organisations to resolve internal differences of opinion amongst trustees, handle disputes with third parties or external funders, and resolve difficulties including helping conduct complaints process or investigations.

"I just want to say how invaluable the support of Southampton Voluntary Services is to voluntary organisations and charities in the City Of Southampton. I started my mental health project back in 2012 with just a dream of developing a drop-in in response to the closure of day services and now five years later we are a Registered Charity. Without the support and advice of SVS our organisation would have barely got off the ground. Some of the staff I regard now to be my very valued colleagues and real friends who go out of their way to offer support and advice. Things went pear-shaped a couple of years ago; through no fault of our own and it seemed everything was against us. If it was not for the support and understanding of SVS at the time, I would have thrown in the towel and given up completely. We have had top class advice on everything from how to run committees and that all important information on how to apply for grants and be successful. We have been very successful in the past in obtaining grants thanks to their advice and hope to continue our success with their ongoing support."

- Frances Heather, Creative Options



VOLUNTEERING

SVS is the National Council of Voluntary Organisations (NCVO) Quality Accredited Volunteer Centre for Southampton, in fact we are the only volunteer centre in Hampshire to hold this award.

Our work in promoting voluntary action is twofold. Firstly, as a public facing service matching the public to the city's volunteering opportunities. Secondly, working with the city's volunteer involving organisations to promote best practice.

This year we have reaped the benefits of our in-house designed on-line volunteer brokerage system. This is enabling us to collect robust data to track our performance, further understand volunteer pathways and better target

our future efforts. In order to raise the profile of volunteering we delivered a highly successful Volunteer Roadshow, across the city's libraries. We have also promoted volunteering at numerous high profile city events.

At the request of our members we have delivered a series of volunteer management training sessions for volunteer coordinators and continued our quarterly Volunteer Coordinator Group sessions. This ensures local volunteer coordinators are well equipped and supported in delivering best practice.

In terms of celebrating the contribution made by local volunteers we have continued to hold a certificate ceremony at the Mayor's Parlour for those who have volunteered for 100 hours.



68%

of our volunteer enquiries come from women



43%

of volunteer enquiries come from people with support needs



38%

of volunteer enquiries come from people from BAMER communities

"I now feel much more knowledgeable about volunteering having attended two volunteer management training sessions at SVS and it's great to make such useful contacts."

- Volunteer Coordinator

KEY METRICS



321

Different volunteer roles advertised



946

volunteer enquiries processed



30%

increase in SVS volunteer hours



60

volunteer co-ordinators received training



59

volunteer drop-in sessions



17

outreach sessions attended

"I started volunteering with Minstead Trust on their buddying scheme in October and I started volunteering with Mencap at their FairPlay Junior club in Portswood in December. I'm really enjoying each of my voluntary commitments and am so pleased I got in touch with Southampton Voluntary Services and that Imogen was able to make this possible!"

- Volunteer



Volunteers receive their 100 hours service certificates from the Mayor.



FUNDING

SVS works with local voluntary organisations to draw additional resources into the city. This is a prioritised SVS offer, on the request of our membership. We support groups to be better equipped to apply for, and secure funding.

We achieve this by raising awareness of funding opportunities, through training groups to apply for funds and to fundraise, and offering one-to-one support with applications. When working with groups to find funding we are also able to help identify other areas of their practice and governance which may benefit from being strengthened, this ensures they are accountable in managing their finances.

Over the last year we have worked closely with major funding bodies, including the Big Lottery and The People's Health Trust, to enable groups to better access their opportunities and draw further resources into the city. The People's Health Trust commissioned SVS to support and build capacity with groups to access their Healthshape funding opportunity.

Through this work we were successful in helping groups to draw £280,000 to the local area. In addition we:

"The pitching workshop and the event were a new approach for us and very valuable as one of the possible tools we may need in moving into a new world with regards to attract funding and support for our charity."

- Anonymous, Survey

- Offered 14 training workshops on funding and fundraising attracting almost 400 people.
- The "Making a Big Difference in Southampton, How to Maximise your Group's Potential to get Funding Event" attracted 183 attendees.
- Supported the grant giving SO18 Big Local Partnership as the "Trusted Local Organisation". In this role SVS supports local people to design and implement a small grants programme and manage grant agreements with "procured groups".
- A SVS organised Heritage Lottery funding session targeted at BAMER groups saw Unity 101 secure £39k in funding.



£280k

People's Health Trust funding secured for local groups



400

people attended our training workshops



14

funding training workshops delivered

COLLABORATION AND PARTNERSHIP

We have kept a keen focus on opportunities for collaboration over the last year. This has included partnerships between voluntary organisations, between the public, private and non-profit sectors, and also in a commercial sense through partners coming together to bid for tenders.

Funders are increasingly interested in the synergies that are created when different organisations work together, and part of our role has been to provide a space where groups can come together and explore ideas for collaborative action. Our First Friday Forum has been invaluable as a place to bring the local sector together to plan how together we can be stronger than the sum of our parts. This has led to tangible outcomes for groups, who have gone on to work in partnership.

SVS has continued to chair Advice Southampton, a consortium of local advice agencies, throughout the course of the year with a view to a future tender for advice services in the city. In terms of tenders SVS has been successful in securing a contract to deliver aspects of Southampton

Healthy Living, a health behaviour change contract, with partners Solent NHS Trust, and SCA as the lead contractor.

SVS provides a voluntary sector training coordinator post for PIPPA, which aims to end domestic and sexual violence in the city. This work is delivered by an alliance of voluntary organisations, working closely with SCC, and is led by Yellow Door, previously known as Southampton Rape Crisis.

SVS is a key partner in the transformation of health and social care services being delivered through Better Care Southampton. The person centred approach of the voluntary sector plays a central role in these developments.

Our networks and forums mean we are well placed to give a voluntary sector perspective to local strategic networks, including Southampton Connect, Southampton Safe City Partnership, both Children and Adults Safeguarding Boards, and the Integrated Care Board. This ensures voluntary sector views are taken into account in decisions effecting local communities.

"As a Southampton based charity we find the Friday Forums invaluable both as an opportunity to keep up to date with initiatives across the city and a valuable opportunity to network."

- *Communicare in Southampton*



PIPPA City outreach.

SVS SERVICES

SVS Services to the public support people across the city to manage their problems, have their voices heard, and transform their lives.

These services work with some of the most vulnerable and excluded people across the city, providing a lifeline through a dedicated staff team of paid workers and volunteers.

SVS Services meet local needs, which have not been addressed by other organisations or interventions. They bring benefit to the local system and have been developed in the spirit of partnership with our member organisations.

Marlon, supported volunteer at Community Roots is currently undertaking work experience at one of the Ideal Collections restaurants.



4420
hours
volunteered



£62k
monetary value of
volunteers time*



2000+
people in need who
received our support

*Calculated using the 2015 provisional median earnings from ASHE by Office of National Statistics.



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. The allotment is a calm, peaceful place to escape the distractions of everyday life. Key outcomes, as reported by the supported volunteers, include:

- **95%** feel the project helps their personal wellbeing.
- **85%** feel the project has helped them adjust to change.
- **100%** feel the project has created a positive life impact.

The 29 supported volunteers and 4 peer mentors have contributed over 1150 hours to the project across the year.

"I'm a firm believer that plants need love. It's a bit of an analogy for some of the clients we work with: if you can grow this plant successfully, you can grow yourself."

Duncan Reade, Coordinator

The project is financially supported by local hospitality group The Ideal Collection. Owner, Matthew Boyle, is passionate to ensure his company is giving back to the local community, and we are grateful for this support which ensures the project thrives.

Community Roots is also a perfect example of how the business and charity sectors can work in partnership to attain social impact.



33

volunteers supported through project



95%

feel the project helps their personal wellbeing



1150+

volunteer hours contributed



HEALTHWATCH SOUTHAMPTON

Healthwatch Southampton is the local consumer champion for health and social care. The project helps to give patients and the public a voice in decisions affecting their health and care services, helps with issues that may be affecting their care, provides information and signposting, and offers independent complaints advocacy for health services.

The project has an independent Strategic Group directing its work and is delivered through a core team of one full time and two part-time workers, over twenty volunteers and two sub-contracts with Southampton CAB and SEAP.

Over the past year the project has worked on 513 advice cases with the public, handled 153 health complaints, and engaged almost 100 local voluntary organisations.

Key highlights of the year have included:

- A qualitative research project into the experiences of people living with mental health problems in Southampton.
- Production of an animated film

"I just wanted to say a big thank you for all your help listening to my problems with the NHS and the letters that you have sent to the respective parties involved."

- Complaint Advocacy Client

- detailing the findings of this project.
- Receiving national recognition for our collaborative work with neighbouring Healthwatches, under the Wessex Voices banner.
- Development of an online Feedback Centre to enable the public to review local services.

The Healthwatch Southampton project is approaching the final year of its contract, with a tendering process expected in 2018.

A full report detailing the years activities is available on the Healthwatch Southampton website.



513

people supported with advice and/or complaints



146

reviews left through our Feedback Centre



97

local organisations engaged

CITY SHOPMOBILITY

The project enables people with a temporary or long term mobility issue to access Southampton city centre shops and services through the hire of mobility scooters and wheelchairs.

The project provides a lifeline to many of our customers, enabling them to independently access city centre amenities, services and shops. The project is staffed by SVS Business Support Team and a team of volunteers.

The project is grant funded by Southampton City Council and is currently seeking further funding to enable its development. Usage figures remain similar to the previous year with a total of 3110 hires. Customer satisfaction is high, with over 90% rating the services as good or excellent.



3110

mobility scooter & wheelchair hires



90%

customer satisfaction rate

"I don't know what I'd do without this service, the bus drops me off and collects me from the door. I would be unable to leave my home without [Shopmobility]."

- Shopmobility Member 6145

MORPH

MORPH is a project that works with People who use drugs (PUD's) and/or drug services.

Since 2004, the project has grown and evolved, and now provides a weekly Drop-in Session where people can just call in to talk to the workers, use the phone, get information and have a coffee. MORPH also provide an advocacy service, peer support and DIY recovery groups.

MORPH is commissioned by Southampton's Public Health team to provide a drug warning cascade system about contaminated batches of street drugs, a scheme that has been noted nationally as good practice through the Local Government Association.



1050

hours of peer support provided



70

clients attended peer support sessions



YOUNG CARERS PROJECT

The SVS Young Carers Project works with young people aged 8-25 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 addiction. The project is committed to providing consistent, quality support and respite opportunities to ensure that young carers have access to leisure time, education, other learning experiences and health services.

The Next Steps project continues to support young carers up to the age of 25, as they transition into adult life. Over the last year the project has supported:

- 304 young carers aged 8 – 16 years.
- 49 young adult carers aged 17 – 24 years.

This is a considerable increase on the

previous year. Satisfaction with the service is high with 97% reporting they find the group sessions interesting and enjoyable.

"The young carers project has given my child support and a life away from the challenges and stresses at home where it can be very difficult at times."

- Parent of Young Carer

Funding is currently provided through a public service contract, which is in its final contract year. An additional £51k of charitable funding has been secured to enable further work with young people beyond that provided by the SCC contract.

The project is staffed by a dedicated team of one full time and six part time workers, with added value being contributed from over 25 volunteers.



304

young people aged 8-16 supported by Young Carers



97%

young carer satisfaction rate



49

young people aged 17-24 supported by Next Steps

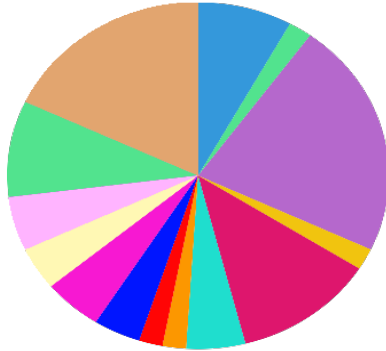
FINANCE

The charts below detail a breakdown of income and expenditure across the entirety of SVS for the financial year 2016-17.

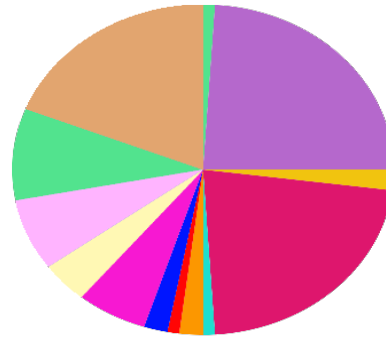
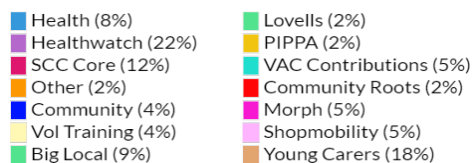
Whilst this is a downward trend, reflecting

the current financial climate, SVS has been successfully audited as a going concern for the future year.

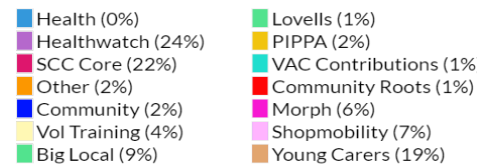
Our complete, audited accounts are available to view on our website.



SVS Core Grant, VSST & Project Income - £712,847



SVS Core Grant, VSST & Project Expenditure - £881,986



FUTURE

The next year will present further challenges for SVS to overcome. We expect the outcome of the grants review, combined with local authority and NHS scoping in terms of a city-wide community development offer to solidify into a tangible programme of work in which we can be involved.

Whether this will involve a tender process or a partnership approach with the local authority is yet to be ascertained. Two SVS Services to

the public are planned to be re-tendered, which from experience we recognise will take up a great deal of senior management time.

Beyond these challenges we will ensure we continue to meet the needs of our members and wider voluntary sector as best we can, given limited resources. Key to achieving this will be further development of our web-based services, building on the success we have achieved through our volunteering and city events portals.



Rob Kurn, SVS Deputy CEO, speaking to student nurses about the voluntary sector.

TRUSTEE AND STAFF INFO

EXECUTIVE COMMITTEE

(As of August 2017)

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	
Cherry Okonkwo	
Dr Ian Ward	(ex-officio) Southampton CCG

SVS LEAD CONTACTS

Jo Ash, CBE	Chief Executive / Company Secretary
Rob Kurn	Deputy Chief Executive
Jude Perrott	Finance & Business Controller
Helen Marlow	Business Support

SVS VOLUNTARY SECTOR SUPPORT TEAM

Auran Sood	Funding & Big Local Development
Tom Taylor	Volunteer Development

SVS PROJECTS - LEAD CONTACTS

Imogen Higgs	Southampton Healthy Living
Rebecca Kinge	Healthwatch Southampton
Duncan Reade	Community Roots/PIPPA Coordinator
Rob Kurn	City Shopmobility
Julie Marron	Young Carers

Southampton Voluntary Services

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volunteer@southamptonvs.org.uk
Facebook: [Facebook.com/SouthamptonVS](https://www.facebook.com/SouthamptonVS)
Twitter: @SouthamptonVS

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."

Southampton Voluntary Services

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Twitter: @SouthamptonVS

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.

Charity registration number: 1068350
Company registration number: 3515397

