



Southampton Voluntary Services

# ANNUAL REVIEW

2017-18

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## INTRODUCTION BY SVS CHIEF EXECUTIVE JO ASH, CBE

**In 1942 William Beveridge identified five evil giants that barred our way to social progress: want, disease, ignorance, squalor, and idleness. In the immediate post-war years his report led to the foundations of the welfare state, ensuring a safety net for anyone falling on hard times.**

As we celebrate 70 years of the NHS this year and reflect on the progress made, new “evil giants” have appeared and now stalk our land. Sir Stuart Ethrington, CEO of the National Council for Voluntary Organisations, has described these challenges as follows:

- Homelessness and the housing crisis.
- The insidious impact of poverty and inequality.
- Health and social care systems overwhelmed by demand.
- Social isolation and the challenge of loneliness.
- The catastrophic impacts of climate change and environmental degradation.

To tackle these issues we all need to take action individually and collectively – through our personal consumer choices and ethical behaviours, as well as mobilising support and action. Together, through our concerted and organised efforts, we can make a bigger difference than on our own.

Volunteering and voluntary action helps bring people together as a positive force for good. Social sector organisations, including charities, voluntary groups and social enterprise, provide the fabric into which civil society is sewn and a framework for public participation. The deep roots and values of our organisations are enduring and underpin our collective work to address the social issues of our time.

SVS' role in supporting the sector in these big agendas is threefold: to promote engagement of individuals in volunteering and voluntary action; to offer practical information, advice and guidance to support good governance and safe, effective operational activity by local



groups; and, to make links and co-ordinate activity within and between the voluntary, private and public sector in strategic and multiagency partnerships.

This Annual Review demonstrates the impact we have made over the last financial year. It illustrates how in challenging times we have endeavoured to work even more closely in collaboration with our partners in the city – recognising that in our togetherness and diversity we are stronger.

The following pages highlight some of the achievements in our work. Reasons to celebrate have included securing the Healthwatch Southampton contract for a further five years, delivering new work around health behaviour change with partners Social Care in Action and Solent NHS Trust, enabling 1000+ local people to contribute through volunteering, holding our well-attended monthly Friday Forum, ensuring our members' views are heard by local decision makers and much more besides!

However, we have also faced considerable challenges and disappointments – not least saying goodbye to long serving colleagues involved in our Young Carers Project and M.O.R.P.H, who helped people who use drugs through advocacy and peer support. Other challenges have included the general scarcity of resources and difficulties in fundraising coupled with a depleted and overstretched team, further compounded by an increasing amount of compliance; the dreaded GDPR to name just one.

On a more positive note, this is also the year in which SVS reached its 50th birthday! On foundation day, 19th February 2018, we celebrated half a century of voluntary service in the city with an afternoon event at the Voluntary Action Centre – not only reflecting on episodes of our golden past, but also looking forward to the role of SVS and our sector into the future. We celebrated with colleagues and supporters, and received keynote speeches from Sir Stuart Ethrington and Matt Hyde, Scouts Association CEO, who were joined by

John Richards, NHS Southampton CCG CEO, and Cllr Satvir Kaur for a Question Time style panel about the sector's future. We also launched our SO:GOOD:50 initiative to collect positive stories from voluntary and community groups or individual volunteers throughout the year. This will cumulate in an archive and a golden display; ending our 50th year telling some of the stories of the invaluable and often hidden work undertaken which makes a difference to people and communities in the city and which celebrates the huge and diverse contribution of voluntary services in Southampton.

Such a range of activity is supported by so many people, organisations and businesses in so many ways – through funding by grants and contracts as well as donations or in kind help; through contributions of precious time and sharing of skills or expertise, as well as offering encouragement and kind words when we occasionally feel extra challenged or down hearted – so to one and all we say a huge thank you for your help in whatever form it is offered. It is impossible to list everyone individually, but your input really is much appreciated and not something we ever take for granted. We hope you feel we have utilised your support wisely and to our best endeavours, so that it was a good investment and that you feel together we have achieved much and made a difference.

As ever our staff and volunteers have given their all and have often gone the extra mile to help others – it is a privilege to be part of such a committed team. Elected at the AGM by member organisations, which now number almost 500, our volunteer trustees on the Executive Committee, chaired by Kevin Liles, have overseen SVS governance with wise counsel, sage advice as well as fair challenge and scrutiny – so an enormous thanks to them for steering us through some choppy times this year.

Together we look forward to the future and the next 50 years for SVS!

**Jo Ash, CBE**



**7463**  
interactions with  
voluntary organisations



**30%**  
increase of website  
users over previous  
year

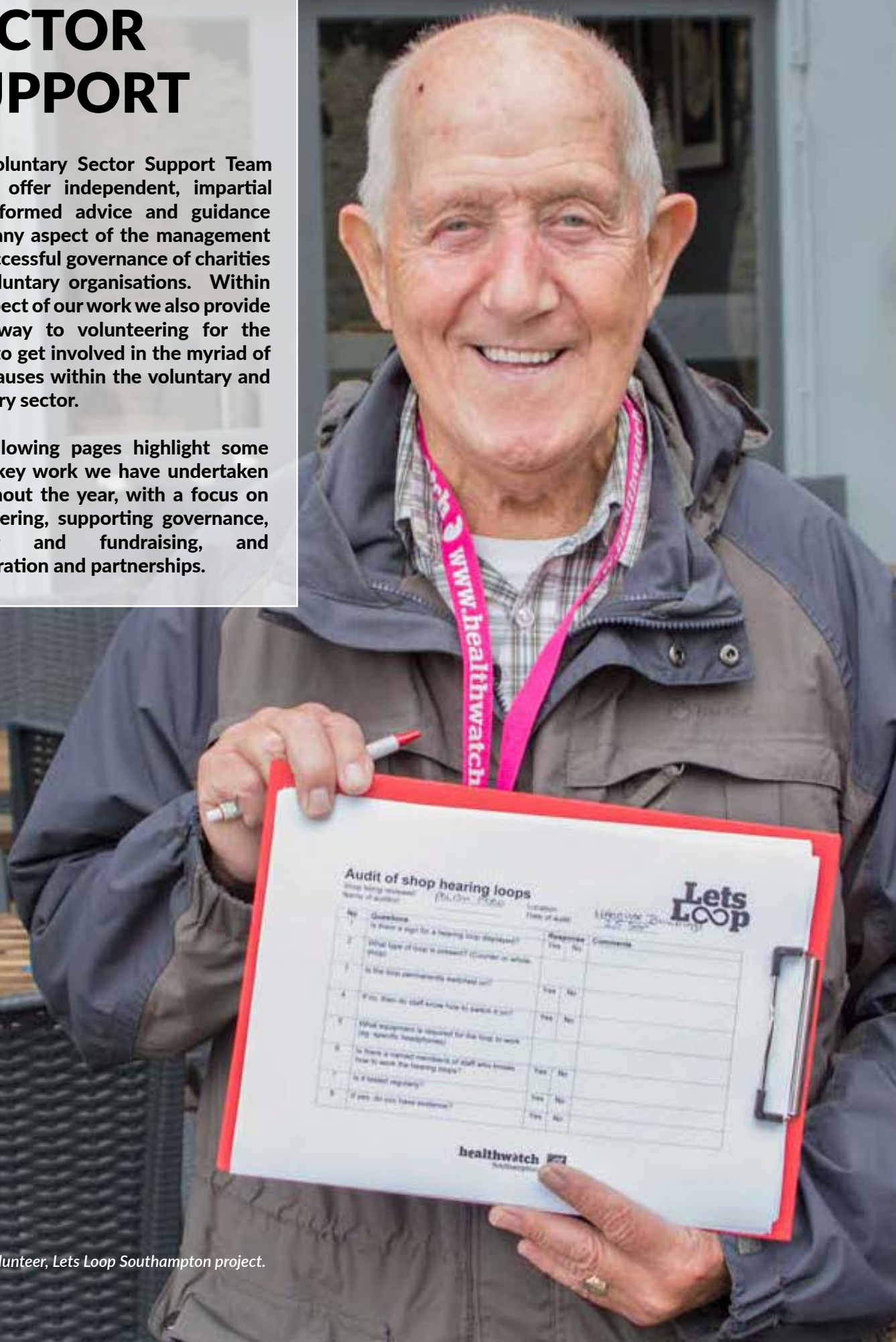


**126**  
organisations joined  
our network this year

# VOLUNTARY SECTOR SUPPORT

SVS Voluntary Sector Support Team (VSST) offer independent, impartial and informed advice and guidance about any aspect of the management and successful governance of charities and voluntary organisations. Within this aspect of our work we also provide a gateway to volunteering for the public to get involved in the myriad of good causes within the voluntary and statutory sector.

The following pages highlight some of the key work we have undertaken throughout the year, with a focus on volunteering, supporting governance, funding and fundraising, and collaboration and partnerships.



Keith, volunteer, Lets Loop Southampton project.





*Innovation on the High Street, Photo Joe Hudson Photography*

## SUPPORTING GOVERNANCE

Effective governance forms the foundations on which successful voluntary organisations are built. Our work in supporting development and governance is quality assured through the National Association of Voluntary and Community Action's (NAVCA) Quality Award, ensuring our members' and partners' confidence in our work.

Development work undertaken in year has included helping new groups set up, others with changing constitutional structures, since the introduction of Charitable Incorporate Organisation (CIO) status; business planning sessions for trustees; mediation roles in community organisation disputes and acting as independent people in disciplinary and complaints procedures; acting as election commissioners with oversight of election processes for several BME and community groups before and at AGMs; working with parents who home school or have children excluded from education to identify their issues and support needs; contributing to the steering group planning

for Mayflower 400 where SVS has been asked to lead on volunteering support and helping support the development of the local community solutions groups.

Training offered has included trustee roles and responsibilities sessions for committees; health and safety and risk assessment sessions; measuring impact training and a series of sessions on volunteer management and support which we were also commissioned by Portsmouth Together to deliver to groups in that area, having attended sessions at SVS and found them helpful.

Since the summer when Southampton City Council (SCC) ended its contract with Prospects for support to local playgroups we have seen an increase in requests from playgroups experiencing problems. Working closely with colleagues from SCC Early Years team we have held sessions to bring the network together and find out what support is needed and how we can help. Given the positive response we are planning to continue the network sessions.

**"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!"**

**- MS Society**



Volunteer Certificate Scheme Award Presentation 2018

# VOLUNTEERING

**Promoting voluntary action is a cornerstone of SVS' mission, enabling people to contribute to and be a part of their communities.**

Our work on volunteering includes working with the public to help them find the most suitable placement and working with organisations around best practice in involving volunteers. Our work is quality assured through the National Council of Voluntary Organisations (NCVO) Volunteer Centre Quality Accreditation.

Through our online brokerage system, and face-to-face, we have connected 998 people to the 321 registered local volunteering opportunities. These figures compare favourably to the previous year and our profile continues to show a broadly representative profile compared to city demographics.

Volunteering has continued to be promoted widely; from regular drop-in Volunteer Information Sessions to work with partners targeting specific groups such as job seekers, probation

service clients, people with mental health problems, and students to name a few. Outreach has included high profile city events such as Mela Festival, and more targeted events at Southampton General Hospital, St Mary Fire Station, and with the Adult Social Care team.

Two Volunteers' Certificate scheme presentations held in the Mayor's parlour have celebrated the contributions of many volunteers giving more than 100 hours each to a variety of organisations.

Good practice and policy updates continue to be shared through our Volunteer Coordinators Group, which provides peer support and training around volunteer management, including the essentials of recruitment, retention and recognition of organisations' volunteers.

One-to-one help is also provided to support groups to develop their policy and practice, as well as marketing their opportunities in a way which meets the modern profile of social cause motivated, short term and fixed term volunteering.



998  
volunteering  
enquiry applications  
from the public



321  
registered local  
volunteering  
opportunities



42  
volunteers achieved a  
certificate for over 100  
hours of service





SVS 50th Anniversary celebration

## FUNDING

**Enabling local organisations to secure funds and draw additional money into the city is a key SVS priority.**

Our role is to help foster stronger links with national funders, provide groups with training on applying for funds, raise awareness of funding opportunities and to offer tailored support to organisations as they apply for funding.

Our funding support often has the added benefit of supporting groups to strengthen their governance, so funders can be confident the money will be used wisely.

The financial year 2017 opened on a high note, as following our partnership work with The People's Health trust over £150k of funding was drawn into the city for local organisations. Our role had been to use our networks to raise awareness of the opportunity and then build capacity with groups to apply for the funding. This programme enabled local groups to not only secure funding, but also give careful thought

to how they would manage the grant and demonstrate their outcomes. As a celebration of diversity SVS once again administered the St Georges Day Grant that enabled 19 local groups to deliver 28 events across the city. The aim was to bring people together to get to know each other and explore what it means to be English in our modern, multicultural communities.

SVS has continued as one of the Trusted Local Organisations for the Big Local SO18 programme, supporting the financial administration of grant funding in the areas of Townhill Park and Harefield. We are pleased to note local people are now in the process of setting up their own organisation to oversee and govern the processes, and we look forward to handing over responsibility in the coming year.

Training offered across the year has included sessions on: Seeking or applying for funds; Major donors workshop for small groups; How to do bookkeeping; Preparing a budget and cash flow forecasting; Gift Aid; and, How to prepare a trustees report.



£150k

People's Health Trust funding secured for local groups



28

events funded through St Georges Day Grant



5

funding training workshops delivered

# COLLABORATION AND PARTNERSHIP

**As a support organisation for the voluntary and community sector collaboration and partnership have always been at the heart of what we do.**

The need to collaborate and work together is even more important in our current times; to make our scarce resources stretch further and to bring creative solutions to the complex problems faced by society.

Networks within civil society are often based on the legal form of organisations; be they charities, social enterprises, co-operatives etc. This year we have looked past these differences in governance, to focus on our shared "Social Purpose", and opportunities to work together. Working closely with Social Enterprise Link we have held numerous events over the last year, and it is our joint intention that the voluntary, community and social enterprise sector will be increasingly seen and supported as a continuum of civil society organisations committed to social purpose and positive action.

Our monthly First Friday Forums have continued to attract a broad range of organisations to learn about

local developments, respond to consultations, and plan collaborative action. Themes have been diverse and have included opportunities to connect with the city's two universities, Better Care Southampton, and responding to the government's "Integrated Communities Consultation".

Other partnership work over the year has included the Third Party Hate Crime Reporting Network, hosting the PIPPA co-ordinator for the city's Domestic and Sexual Abuse Partnership, and close work with multi-sector partners around homelessness in the city through the "Beds, Begging and Business" conference and action plan. In terms of health and social care we have continued to be involved in Better Care Southampton developments, including coordinating action through six "local solutions groups" spread across the city.

Given our wide reaching local networks SVS has continued to represent the voluntary and community perspective at a strategic level through the Safe City Partnership, Southampton Connect, and both Children and Adults' Safeguarding Boards. The national connection is made through NAVCA and NVCO.

**"With the help of SVS we were able to construct an expanded version of our needs that looked more like a business plan. Not only was our application [for funding] successful, but we were awarded help with facilitator costs!"**

**- Anonymous feedback, SVS funding workshop**





# SERVICES

SVS services to the public support some of the most vulnerable and isolated people in the city, helping to meet the city's strategic priorities. They enable people to grow, have their voices heard and lead more enriched lives.

SVS services have been developed in collaboration with our partner organisations, are designed to address unmet needs and are shaped through consultation with their beneficiaries.

Funding has been secured through a variety of sources, including public sector contracts and grants, charitable trust funds, private sector support, and in some cases users' contributions.

Without the support of our staff, volunteers, funders and partners none of this would be possible – so a big thank you for all the contributions that enable for us to achieve so much.







## SOUTHAMPTON HEALTHY LIVING

**Southampton Healthy Living is a partnership project with Social Care in Action and Solent NHS Trust to provide behaviour change support around the areas of alcohol reduction, weight loss, physical activity and smoking cessation.**

Southampton Voluntary Services' role within the partnership is to support the community element. This is done in three separate actions:

- Administration for a funding pot of small grants and large contracts.
- Volunteering.
- Training sessions looking at developing sustainability and capacity building within the sector.

The Southampton Healthy Living project has been finding its feet within the community in its first year, however it has provided some great opportunities for groups and the public. Though the Southampton Healthy Living grants we had applications in for over £219,000 over 2017/2018 with over £82,232 awarded to groups and community organisations in the city. This includes large national charitable organisations

such as Active Nation to small community organisations such as the Thrinjun Women's Group. From these community group activities over 1400 people received brief interventions and 1100 people have received support in starting a behaviour change. These numbers from the initial payments are due to increase, as funding will run until November 2018.

Southampton Healthy Living has had successful promotional activity at venues such as the Mela Festival, where we created a treasure hunt around the stands and helped with a hula-hoop competition at Nicholsfest, as well as promoting Southampton Healthy Living at a range of other community events including the Southampton ABP Marathon and Practitioner Events such as the GP Target Events.

We have developed a volunteering programme which we are excited to get up and running fully in 2018/2019. This includes opportunities for the public in administration, events and community work as well as a specialist Quit Squad who will support quit smoking attempts within the city.



**£82k**

awarded to local organisations



**1400+**

people received brief interventions



**1100+**

received support to start a behaviour change





## COMMUNITY ROOTS

Community Roots, the supported allotment project funded by our business partners Ideal Collection, has continued to have a successful year, with steadily increasing participation in the twice weekly sessions, and we have been pleased to see a couple of volunteers go on to take up work experience placements with Ideal Collection, despite the problems that this causes with their benefits claims.

**"I love celebrating and marking the seasons with the other volunteers, in recent years we have had bonfires on 5th November and an Open Day celebrating St George's Day."**

**- Liz Marsh**

In addition to growing produce the volunteers have also undertaken cookery sessions at Ideal's kitchens, as well as craft activities at SVS such as making bird boxes to sell, helping with the running costs of the project. Having secured funding for a new poly-tunnel the allotment also has space for activities when the weather is less than clement and in the non-growing winter months. The success of its St Georges Day open event, harvest and Halloween events were also enhanced by its CPRE Best Community project award 2017 – amused as we are that a distinctly inner city allotment is recognised by the Campaign for Protection of Rural

England! It is, though, clearly a space in which both produce and people can grow in harmony and strength.

Key outcomes, as reported by the supported volunteers - many of whom have experienced homelessness, mental health conditions, alcohol or substance misuse issues, include:

- 97% feel the project helps their personal wellbeing
- 90% feel the project has helped them adjust to change
- 100% feel the project has created a positive life impact.



33

volunteers supported through project



97%

feel the project helps their personal wellbeing



1725

volunteer hours contributed



## HEALTHWATCH SOUTHAMPTON

**In the last year Healthwatch Southampton's priorities have included GP surgeries, Mental Health Services and Social Care, with a golden thread of the integration and transformation of health and care systems.**

In all these areas we have provided a route for local people to feed back about their experiences of local services, with a view to improvements being made. This has been achieved through community engagement, through our online feedback centre and by working closely with other local voluntary sector organisations.

Key work in year has included Ideas for Wellbeing, an engagement project in partnership with Touch Network, enabling mental health service users, carers and the public to have a stronger voice about local services and the support networks that help them have better days. The project was launched during Southampton Film Week with an evening of mental health related short films, including a powerful award winning film by Healthwatch's Digital Engagement Worker, Ben Grace, based on his own experiences. Funded by Southampton City Council and NHS Southampton CCG, over 750 local people got involved in this work, which is helping to inform the future direction of services.

Healthwatch has also supported the Let's Loop Southampton campaign, whose volunteers have worked tirelessly to ensure hearing loop access in the city. This has included work with health services, including GPs and Southampton General Hospital, and city centre shops and amenities. Following an audit visit by the volunteers, Southampton Football Club have installed 24 loop systems at St Mary's Stadium.

Whilst operating under the broad governance framework of SVS, Healthwatch has considerable autonomy of focus and its strategic direction is set by local people who are elected and volunteer on the Healthwatch Strategic Group. We are very grateful for the contribution of time, passion and wisdom on the part of the Strategic Group, who make the project a success. We are also grateful to the input of the 17 operational volunteers – we wouldn't achieve anywhere near as much without them.

Healthwatch ended the year on a high, having been successful in the project's re-tender by Southampton City Council, and we look forward to the achievements of the next five years. A full annual report is available on the Healthwatch Southampton website.



769

people engaged with  
Ideas for Wellbeing



24

hearing loops installed  
at St Mary's Stadium



2145

hours contributed by  
Healthwatch volunteers





## CITY SHOPMOBILITY

**Shopmobility has continued to provide a much valued service to enable people with limited mobility to access shops, services and leisure facilities in the city through provision of wheelchairs and mobility scooters for regular users and occasional visitors to the city, whether they have temporary impairment or longer term conditions which restrict their mobility.**

However, uncertainty over its ongoing funding over the last couple of years has impacted on fundraising capacity and eroded its reserves, so unless we can secure additional funding there are

concerns over its future sustainability, which would be hugely detrimental to the health and wellbeing of so many of its regular users. We are actively seeking additional external funding to not only support the project's day-to-day operation, but to also develop the project's business case and marketing.

Despite financial challenges City Shopmobility has continued to enable over 3000 visits to city centre amenities over the last year and has provided a life line to people who would otherwise be isolated in their communities. In addition the project has supported 176 people through extended hires totalling 559 days.



176

people supported with  
extended hires



559

total days of extended  
hires



3000+

visits to the city  
centre enabled

## MORPH

**It was with disappointment that we closed the MORPH project in October 2017. For the previous 12 years the project had championed the voice of people who use drugs to ensure their views were taken into account in the design and delivery of local services.**

MORPH were also active nationally and made a name for themselves with Public Health England, the National Treatment Agency and through the Royal College, where their input helped to shape GP training modules. The drug warning cascade system that they managed locally

was noted by the Local Government Association as a beacon of best practice. Despite the disappointment and sadness of saying farewell to our colleagues Simon Parry and Sue Tutton they can go forward knowing that they have made a lasting difference to system change, as well as to the people with whom they worked directly, including a number of volunteers who have gone on to secure employment within drug services.

We are grateful to the financial support of the Tudor Trust which enabled the MORPH project to continue its work for the last two years.



## YOUNG CARERS PROJECT

**SVS set up the Young Carers Project 20 years ago using charitable trust funding and have championed the needs of this very special group of young people for many years, so that eventually it became a statutory funded service.**

As only adult services providers were able to bid under the Carers contract specification, SVS was unable to bid to retain the work we established, and we were very disappointed to see this service leave us after achieving so much - especially as the views of the young people and their families were not sought in the commissioning process.

In its final year the project supported in excess of 300 young people, and noted the increasing complexity of their needs, including over a 300% increase in the numbers receiving Social Care input. Help and support was offered through a variety of group activities, school based work, one-to-one staff

support or volunteer befriending, as well as through participation in enrichment and fun activities to give the children and young people a break from their often onerous care responsibilities and alongside a range of opportunities that their families would not normally be able to offer.

We are proud that it has achieved so much and served so many with the passionate, creative and dedicated input of many staff and volunteers directly and indirectly over the years, who have contributed so much to its success - so we thank them hugely for their contributions.

We do know that the Project that SVS started so many years ago has made memories, provided opportunities, supported and nurtured many, many children. We hope they will look back over their lives and remember the good times they had when their world, at times, has felt so challenging.



300+

young people aged 8-16 supported by Young Carers



166

new young people referred to Young Carers Project



52

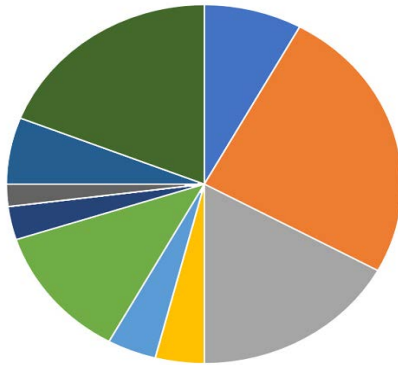
support groups held for young people aged 8-16



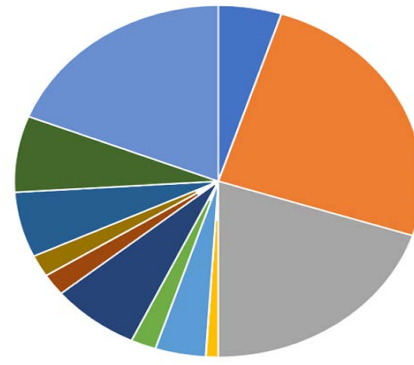
# FINANCE

The charts below detail a breakdown of income and expenditure across the entirety of SVS for the financial year 2017-87.

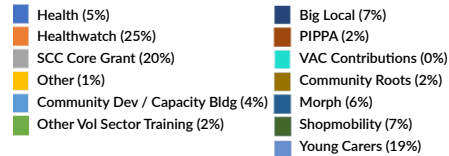
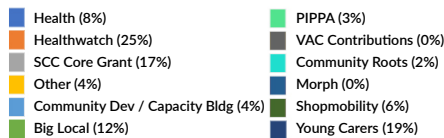
SVS has been successfully audited as a going concern for the future year. Our complete, audited accounts are available to view on our website.



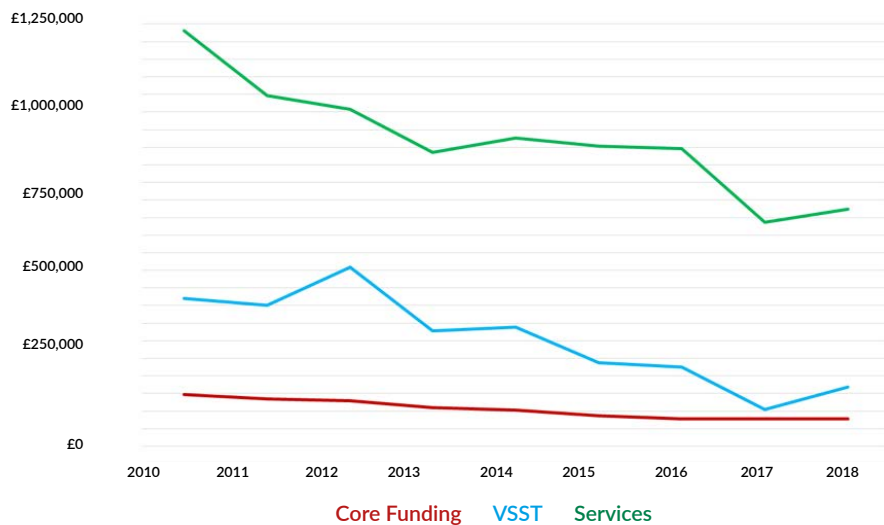
SVS Core Grant, VSST & Project Income - £749,492



SVS Core Grant, VSST & Project Expenditure - £808,883



Funding Trend



# FUTURE

During the year we held a workshop to feed into the national Civil Society Futures debate being conducted by an independent enquiry chaired by Dame Julia Unwin.

With the government's Civil Society Strategy now published we are pleased to see national recognition of the need for local infrastructure support to help maintain and develop a vibrant social sector (see *Civil Society Strategy: building a future that works for everyone*).

Over the coming year we are keen to further explore with our members and stakeholders what this could look like locally.

Whilst we face continuing uncertainty regarding local commissioning intentions concerning community development and VCSE support, our intention is to continue to offer the best support possible to the local organisations, based on their needs.

In February 2019, to end our year of SO:GOOD:50, we will celebrate with the unveiling of an exhibition and archive, highlighting some of the very many stories of voluntary action in the city from over the last 50 years – with a view to the development of many future stories. We look forward to celebrating with you.

# TRUSTEE AND STAFF INFO

## EXECUTIVE COMMITTEE

(As of August 2018)

Kevin Liles	Chair
Mike Treasure Jones	Vice Chair
Carole Rogers	Honorary Treasurer
Cllr Tom Bell	(nominated SCC)
Cllr John Noon	(nominated SCC)
Mary Carnegie	
Peter Keeley	
Simon Mantle	
David Wrighton	
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
Rocio Cortez Cruz	Volunteer Development

## SVS PROJECTS - LEAD CONTACTS

Imogen Higgs	Southampton Healthy Living
Rob Kurn	Healthwatch Southampton
Duncan Reade	Community Roots
Julie Marron	PIPPA Coordinator
Rob Kurn	City Shopmobility

## 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

The Voluntary Action Centre,  
St Mary Street, Southampton, SO14 1NW

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Facebook: [Facebook.com/SouthamptonVS](https://www.facebook.com/SouthamptonVS)  
Twitter: @SouthamptonVS

## Southampton Voluntary Services

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Southampton, SO14 2BX

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Email: [city.shopmobility@southamptonvs.org.uk](mailto:city.shopmobility@southamptonvs.org.uk)  
Facebook: [Facebook.com/SouthamptonVS](https://www.facebook.com/SouthamptonVS)  
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

