

Impact Report 21/22



Southampton Voluntary Services



Overview

This report covers the period 1st April 2021 – 31st March 2022 and highlights the impact achieved for local communities. It has been a challenging time with the continuation of Covid-19, albeit with the added protection of vaccine roll-out, the arrival of traumatised refugees from Afghanistan, war in Ukraine, political instability, and now the cost-of-living crisis.

In the face of such challenges, we have seen the City come together, collaborate across sectors and develop community solutions to protect the most vulnerable. We have held onto the pragmatic, can-do attitude developed during Covid to pull together as Team Southampton; whether warmly welcoming those fleeing conflict, organising aid for Ukraine, or, as we are now, ensuring there are warm spaces in the city for the coming months.

SVS, with our partners, has continued to grow the SO:Linked programme, with additional investment to pilot creative ideas to address City issues, outlined in the following pages.

Working with partners such as the City's two Universities, the Public Health Team, and the Young

Foundation we have driven forward inclusive work to gain further insight into community experience – insight that we will harness to further develop community solutions.

During this period SVS has focused on collaboration with our partner VCSE organisations in the delivery of public facing work – as demonstrated through SO:Linked developments; this has included flow-through funding to these organisations, and is a model that promotes resourced collaboration. This area will be further explored with stakeholder input through our current strategic planning exercise.

Finally, I would like to thank our partners, members, and funders for your ongoing support over the year, and of course, SVS staff, volunteers and trustees for all your efforts, not least for enabling my seamless transition into the CEO role in July '21.

A handwritten signature in black ink, appearing to read 'Rob Kurn', with a thick horizontal line underneath.

Rob Kurn, CEO

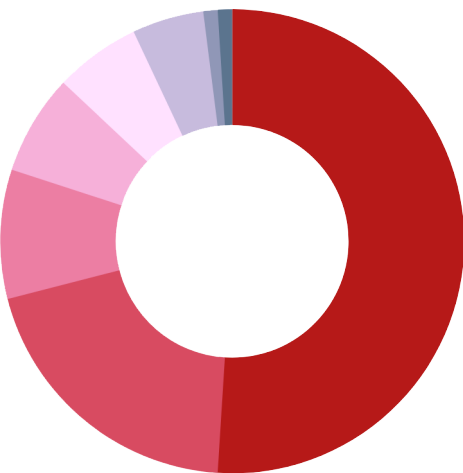
Governance & Finance

SVS is governed by its Executive Committee, who are volunteer Trustees and Company Directors. The Executive Committee provide oversight and guidance on strategic and financial decisions, meeting six times a year.

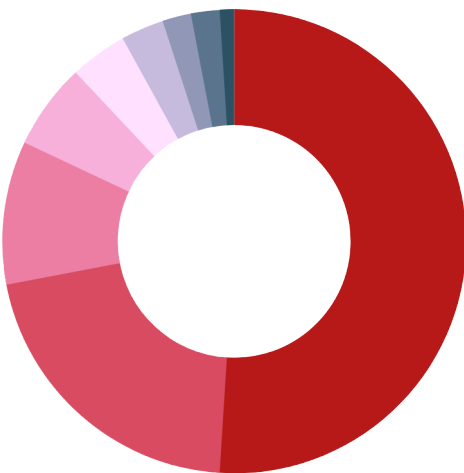
During this year SVS have co-opted

two new members onto SVS Executive Committee, who will stand for election at our next AGM. We have seen the retirement of Ahmed Sasso, MBE, Cllr Tom Bell and Mike Treasure-Jones. Thanks are due for their contribution to SVS, in particular to Mike who served over many years.

Unrestricted & Restricted Income £911,782



Unrestricted & Restricted Expenditure £856,865



- SO:Linked 51%
- Healthwatch 20%
- SO:Lets's Connect 9%
- Health 7%
- Shopmobility 6%
- Community Dev/ Capacity Bldg 5%
- HMRCJRS 1%
- Other 1%
- Community Roots 0%

- SO:Linked 51%
- Healthwatch 21%
- Community Dev/ Capacity Bldg 10%
- Shopmobility 6%
- Health 4%
- Other 3%
- SO:Lets's Connect 2%
- Building & Innovations 2%
- HMRCJRS 1%
- Voluntary Sector Training 0%
- Community Roots 0%

Community Development

The SVS led SO:Linked programme “supporting Southampton’s communities and people”, continues to be the main delivery vehicle for our community development work, alongside partners TWICS and Social Enterprise Link.

Throughout the year we have supported local VCSE organisations to establish, strengthen their governance, recruit volunteers and trustees, and access funding. We have also acted as independent election commissioner for a number of organisations in their Trustee elections, and provided crisis support where this has been requested.

In line with the inclusion agenda, and considering the Black Lives Matter movement, SVS planned and delivered positive action to support our local BAME communities through capacity-building local BAME led organisations.

With funding secured from the Hampshire and Isle of Wight Community Foundation (HIOWCF), we were able to deliver two rounds of a Certificate in Charity Management, including a peer-to-peer discussion and support group; four rounds of Roles and Responsibility training for charity trustees; and, four rounds of Equality and Diversity training for staff and volunteers of any VCSE organisations.

Following a final evaluation, we intend to further co-produce this offer with local BAME leaders, with a view to further work in the 22/23 financial year.

Throughout the year SVS has maintained its monthly Friday Forum VCSE meetings, continuing to meet online. Topics have been diverse: NHS restructure; Green Network launch; Volunteering showcase; NCVO Future of the Sector; (Cont'd page 6)



139

voluntary activities
supported



£39k+

distributed in
small grants



12

Friday Forums
convened



4

meetings of the
Green Network



24

SO:Links neighborhood
action meetings



£4.5k+

total given to local good
causes through SO:Lotto



24

new organisations
became SVS members



26

newsletters
distributed



10

local strategic
partnerships meetings



80

volunteers nominated
for Volunteers Award



251

confirmed volunteer
placements



9751

people engaged with
SVS on Facebook

Collaborating with Business Sector; Meet SCC Exec Directors; Community Participatory Action Research; Meet University of Southampton Vice Chancellor; Physical Activity showcase; City of Culture 2025 bid.

September 2021 marked the launch of our local good cause lottery SO:Lotto. Over the course of the year SO:Lotto has attracted over 50 local good causes, and raised £4500 on their behalf. Over the period 168 players have won over £600 in cash prizes.

Given the depth and breadth of SVS' networks we have been able to continue our representative, leadership and advocacy function at Strategic Partnerships within the City. This has included Southampton Connect, Safe City Partnership, Adult's and Children's Safeguarding

Boards, and the Health and Wellbeing Board (through Healthwatch Southampton membership), amongst others.

This ensures the voice of the sector is represented to decision makers across the city, and the sector can have some influence in local policy, whilst also joining up the dots for further citywide collaborative efforts.

Also, in terms of strategic representation, has been the work undertaken at the beginning of the financial year to better understand the sector's needs in terms of buildings. The analysis and findings of this survey work have been fed into a citywide strategic estates review undertaken by SCC and local NHS. As Covid figures continue to fall we plan to revisit this work in terms of changing organisational needs and the city's move to

"Often people have become frustrated waiting for a call back either from a GP or the mental health services. Having [a SO:Linked navigator] in the Café bridges the gap, offers support in the moment and is an encouragement to keep persevering with getting ongoing help."
- Wellbeing Café, Thornhill Baptist Church



156%

increase in
Facebook followers



36%

increase in
Twitter followers



27%

increase in
Instagram followers



9751

people engaged with
SO:Linked on Facebook



38,438

impressions on the
SO:Linked Twitter



49,687

users visited the
SO:Linked website

a locality working model. Volunteering development continued to play a central role throughout the year, despite a local government contract ending in Oct '21.

SVS worked closely with the Public Heal team to provide volunteers to assist with vaccine centres across the city, and volunteers contributing to other local services, which were unable to operate due to Covid, were redeployed in the vaccine roll-out.

The loss of funding mentioned above has left a substantial gap in the citywide volunteering development offer. Therefore, we have made the decision to fund this work from SVS reserves and continue to promote best practice in volunteering, raise the profile of volunteering, celebrate volunteering, and ensure volunteer involving organisations have a strong voice. We will do this for 12 months whilst we seek further resources.

Community Navigation

The community navigation aspect of SO:Linked is delivered by partners Spectrum CIL, Solent Mind and Southampton Alzheimer's Society, and the model of community development working together with community navigation has proved successful in terms of helping people get to community led support activities and in supporting the organisations who deliver those activities.

The project is leading on a Citywide network for Social Prescribers and navigators to

provide training, information sharing, and best practice.

One GP reported to us that: "Without (SO:Linked's) help, going above and beyond, supporting and advocating for the patient and his power of attorney, I dread to think what sort of care he would still be receiving and the potential serious impacts this would have had on his health. I am in no doubt that without you, the outcome would have been very poor and this vulnerable man's health and wellbeing would have suffered."

"The link that ASCC have built with SO:Linked over the past 12 months has enabled our Social Workers to confidently pass referrals on where there are identified needs around socialisation, money management, shopping, cleaning and so much more. Historically Social Workers have had to spend a lot of time referring to multiple agencies, on multiple forms in a scatter gun approach as they have not had the capacity to research and keep abreast of new services. The trust our team have in your navigators is a true reflection of the positive outcomes your team achieve. We not only see the value because of the time we save, but also because we see the positive impact it has on the residents of Southampton."

- CW Adult Social Care



1279

people we've
worked with



Top 3

reasons for
referral



4

Social Prescribing
Network meetings



100+

organisations
partnered with



429

community activities
added to SO:LID



533

people received
low level support



523

people received
medium level support



181

people received
high level support

New Developments

SO:Linked has attracted further investment, demonstrating its local value, which has enabled new strands of complimentary activity:

✓ **SO:LetsConnect**

This partnership project is helping to remove barriers to digital access, by upskilling individuals and providing low cost tech solutions. Delivery partners in this work include SO18 Big Local, TWICS, Drop The Mask Productions CIC, Communicare, Abri and Jamie's Computers. The project has now employed a part-time co-ordinator and deploys a team of trained volunteer digital connectors who provide support.

✓ **Domestic Navigation**

Working closely with Adult Social Care this work enables clients to access domestic help (cleaning, shopping, etc) by working with local social enterprise

Good Life Sorted, and frees up local domiciliary care workers' time to focus on personal care thereby reducing pressures on the local system.

✓ **Physical Navigation**

This strand is about helping people to get moving by connecting them with local initiatives that include an element of physical exercise, in the broadest sense. This can include activities such as gardening, or environmental work volunteering.

✓ **SO:LID**

Our Local Information Directory is providing a go to digital space to identify local services, support, activities, funding, volunteering and more. This is an invaluable resource for our navigators, social prescribers in the city, the VCSE, and statutory partners.



150,746

visits to SO:LID, our digital directory



£10k

distributed in Green City grants



£9k

distributed in Dementia Friendly grants



70

Domestic navigation referrals received



78

pieces of tech equipment distributed



67

SO:Let's Connect service users triaged

- ✓ **Southampton Green Network**
Co-ordinated by SVS and Solent Mind this network brings together over 50 organisations, of all sizes, to collaborate on the green / environmental agenda within Southampton. The network has also enabled SVS to distribute Southampton City Council (SCC) green grants, to enable organisations to undertake activities.

- ✓ **Dementia Friendly Southampton**
SVS has continued to deliver this workstream to raise awareness of dementia and ensure Southampton can be the best it can for the people affected. Our model has provided co-ordination of the Dementia Network, whilst redistributing over 30% of the contract price in small grants to local VCSE organisations to undertake activities.

Research and Insight

Other new developments across the year have included a partnership with University of Southampton. "In-Residence" aims to build relationships between local communities and civil society organisations with the university, to further engagement, participation, and resonance between community needs and research agendas.

A new project is now underway to develop social impact measurements with our Green Network members. Following this success, SVS is now also working with the National Institute of Health Research (NIHR) through the Wessex Public Involvement Network (PIN) to enable a better understanding of the VCSE and encourage greater engagement and participation, and a deeper understanding of community

needs regarding research. Continuing this theme, SVS have been commissioned by Southampton Public Health to co-ordinate a programme of Community Participatory Action Research (CPAR). This has involved recruiting five local VCSE organisations, who in turn have recruited 15 peer researchers from their networks. The organisations are funded for their support and the peer researchers are paid. Training and research support has been provided by the Young Foundation, an expert in this field. All these research projects are based around the impact of Covid-19 on local communities. We are now in the coproduction phase to design interventions to address the highlighted issues and will be distributing £50k of grant funding to seed fund initiatives.



£50k+

CPAR funding (over project lifetime)



15

peer researchers recruited



5

Covid-19 research projects

Healthwatch Southampton

HWS has undertaken two pieces of proactive insight work over the last year. The Care Home Project looked at the lived experience of care home residents, unpaid carers and relatives, and care home staff during the pandemic.

This piece of work has been able to shine a light on the positive human stories that emerged from this challenging period, whilst also highlighting areas of learning. The Hospital Discharge Project used a similar methodology to connect with people who had experienced the discharge from hospital pathways; patients, unpaid carers and staff, to again formulate a range of recommendations and learning for the local system.

Direct public cases increased by almost twofold during this period, with a noticeable increase in the complexity of issues presented. Main areas of concern included access to GPs and Dentistry, leading HWS to escalate the issue of dentistry to Healthwatch England and our local system leads.

Due to the pandemic volunteering decreased on the project, as some of these opportunities were not possible, however, the HWS is massively thankful to the ongoing support and direction provided by the volunteer Strategic Group during this time. A full Healthwatch Southampton annual report is available on its website.



23,267

accessed info from the
Healthwatch website



407

contacted us about
mental health / COVID



191

received specialist
advice and support

Community Roots & City Shopmobility

Community Roots

The project closed for the entirety of the Covid period. We are thankful to the input of volunteers, SVS staff, and B&Q staff, who helped to keep the allotment in a reasonable shape for reopening on the 1st April 2022.

The project will be working closely with local drug treatment service CGL, with a view to aiding in CGL client's recovery journey, and a focus of helping these clients access further training and employment. Our business partner, hospitality group The Ideal Collection, have been challenged by the pandemic, as have their sector however, as they recover, we look forward to their ongoing support.

City Shopmobility

The service remained closed during the lockdowns, which

had a knock-on effect in terms of revenue generation.

Despite this the project still enabled over 1200 visits to Southampton City Centre, providing a lifeline to its members and beneficiaries.

Future Period

Whilst the forecast remains challenging, SVS has some key priorities to drive forward over the next period:

- Continue to build and demonstrate impact in our commissioned work.
- Further develop our insight work to deliver community solutions.
- Grow our collaborative approaches to meet city need.
- Resume strategic planning with our refreshed Executive Committee, to set our course for the coming years.

Trustees & Staff

Executive Committee (as of October 2022)

Kevin Liles
Chair

Carole Rogers
Honorary Treasurer

Cllr John Noon
(nominated SCC)

Mary Carnegie

Peter Keeley

Simon Mantle

David Wrighton

Kirsty Rowlinson
(co-opted)

Phil Aubre-Harris
(co-opted)

SVS Lead Contacts

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Amanda Kelly
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Maria Kelly
Community Roots Co-ordinator
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NAVCA
Quality
Award



Volunteer Centre
Quality Accreditation



Contact & Our Mission

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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City Shopmobility

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