



SOUTH HAMS COMMUNITY & VOLUNTARY SERVICES

REPORT TO

SOUTH HAMS DISTRICT COUNCIL

OVERVIEW & SCRUTINY COMMITTEE

6 OCTOBER 2016

Registered Charity No.
1124273

Company No. 6215893

Registered Office:
The Cottage, Follaton
House, Plymouth Rd.,
Totnes, TQ9 5NE

What will South Hams CVS spend the SHDC funding on?

South Hams CVS are the leading local charity supporting individuals, communities and organisations in South Hams to **create the services and support they need to live happier healthier lives**. The grant continuation requested from South Hams District Council (SHDC) is to continue providing its core 'umbrella' services to community groups and organisations delivering services in South Hams communities and supporting individuals wanting to volunteer and become involved in community action.

The grant will support our core provision alongside our grant from Devon County Council.

These core services are based on those defined by the National Association for Community & Voluntary Action (NAVCA) and provide the foundation for our activities. From this position we can also go out to other funders and enter into other partnerships, enabling new projects which help **develop & sustain the resilience of local communities, making them good places to live and work and provide greater support for those most in need**.

The funding will be spent on

- Staff, volunteer and office costs allowing us to
 - ◇ offer one to one support across the South Hams
 - ◇ provide one to many support for shared learning & information opportunities eg workshops, forums and outreach sessions
 - ◇ provide online information and delivery through our own website and email bulletins and through our Devon Voluntary Action (DeVA) partnership to community organisations and individuals at a local level
 - ◇ resource our range of equipment for loan to groups
 - ◇ maintain our intelligence about community groups in the South Hams and keep up to date with the issues and challenges facing them
 - ◇ develop our strategic direction in line with our communities needs
 - ◇ set clear budgets; review and investigate new funding & income streams, partnerships and cost saving collaborations
- continuing our membership of national organisations who, using our local intelligence, inform and lobby government and funders so policy and funding supports local charities and community groups
- professional fees to fulfil our legal obligations



“The input from South Hams CVS has given us better knowledge and confidence to move ahead, without your input I doubt that we would have started and ... the project would not have progressed or continue to make significant progress over the past 4 years. It was important to get it right for people with dementia in our parishes”

Liz Hitchins, Secretary
Dementia Friendly
Parishes around the
Yealm

How will the funding support South Hams residents?

Through helping people to help others, directly through charitable & community services or through the benefits of volunteering, South Hams CVS will continue to support residents of South Hams, leading to **improvements in their wellbeing**, often for those who are most vulnerable and in need, helping **reduce health inequalities and social isolation**. We will do this, with your funding, by supporting:

- **Existing community organisations delivering services in the South Hams**

- ◇ with issues such as governance, funding, developing projects, capacity building; enabling them to **continue and develop their support, particularly for vulnerable people** in our community

*"Totnes Caring has been involved with South Hams CVS over a number of years, and I have worked very closely with your organisation for over 6 years. You continue to provide the same **high level of support** through individual one to one help, through meetings and through the **immensely valuable training** you provide. South Hams CVS is **an anchor** to other Charities and we rely upon your expertise to guide us through the **maze of requirements** that is required today. Your training has helped to **improve our understanding** across the spectrum and encompassing support for volunteers and staff alike, and especially on **the roles and responsibilities for our Trustees**. Your organisation provides a link to other organisations and the statutory sector which is **more vital now than ever before**. **There is a real need for the CVS to continue this work which is so valuable in the community.**"* Bob Alford, Chief Executive, Totnes Caring

- ◇ to provide new volunteering activities and services, helping ensure **local people have access to activities that support positive healthy lifestyles**

Ben Ballard, Development Manager at Sharpham Trust writes: *"South Hams CVS have proven a **valuable and supportive partner**, referring individuals to our volunteering programme and meeting with us to help think through how we might further **develop and expand volunteering** here on the Sharpham Estate. Additionally two of our members of staff have attended **valuable training** with South Hams CVS including 'Volunteers and the Law and 'Setting and Maintaining Boundaries'. As a result we feel much **better equipped and informed** as a charity with respect to managing volunteers and our growing partnership with South Hams CVS offers an **important link** in our future plans which include **growing and developing our volunteering programme.**"*

- **Individuals wanting to start local community action**

- ◇ South Hams CVS helps them in developing new ideas for their communities and supports them to develop new ideas, enterprises & projects thereby **empowering and increasing the number of people involved in and helped through community action**

Helen Vice-Chair of Townstal Community Partnership (TCP) says *"I started with attending a couple of TCP meetings as a local resident to see what was going on. I was introduced to Katie (Groups Development Officer) from the CVS, she took me on a course about engaging your community. I found this very interesting as one of my wishes was for the residents of Townstal to start **working together more to make it a better place** to live. As a result of the support from the CVS I am now **more involved in my local community and feel able to make things happen.**"*

How will the funding support South Hams residents? (cont'd)

- **Communities who want help to address identified needs and gaps in services**
 - ◇ helping them in **building local resilience** through using the assets of their communities to **improve people's well-being**, leading to **different ways** of doing things and **new initiatives**

Case Study — New Services for vulnerable people in Yealmpton

In January 2016 South Hams CVS co-ordinated a meeting in Yealmpton to consider the need for a new befriending style service and to replace the lunch club, that had recently closed. The meeting was attended by 16 people from 11 organisations including representatives from local churches, parish councils, the health centre, W.I, local projects and individuals. The need for an initiative **to reduce loneliness and isolation in the local area** was confirmed by the local people present. South Hams CVS helped to convene another meeting of interested parties to move this forward and is now supporting the development of a Yealmpton Caring project. This will be a project of the Yealmpton Community Association (a new service for them) and will aim to support people within both Yealmpton and Brixton villages, an example of **new joint working within communities**. South Hams CVS will continue to support this group to get up and running.

- **Potential volunteers**
 - ◇ both through our on line systems and face to face support for individuals who need extra help to get volunteering, helping them **develop employability & other skills, feel valued & achieve a sense of purpose**

Volunteering Case Study— A 30yr old Man whose family life had broken down and is living in supported lodging wanted to do some volunteering to **engage with the community in a positive way** and feel like he has a **positive focus to his life**. He met with the CVS volunteering coordinator who found out that he had cared for his child with a disability and wanted to work in this area in the long term but wants to take small steps to get there. CVS liaised with his key worker and he is **now volunteering** at the Community Hospital.

- **Networks & alliances**
 - ◇ South Hams CVS bring organisations together to network, to learn together & from each other, 'see the bigger picture', and have a voice; **reducing duplication** and **creating a wider network of 'joined up' support** for people across the South Hams

*"South Hams CVS has helped us forge all kinds of **positive and reciprocal relationships**. We are part of two regular groups now, of similar organisations, that have been set up & facilitated by the CVS. We meet to exchange information, experiences, challenges and resolutions which helps greatly to **alleviate any sense of isolation** as we operate in very rural communities. It would not have been such a **focussed and positive journey** without the CVS **sharing past experiences** of other groups, **making introductions** to the wider voluntary sector or being the **supportive and easily accessible organisation** that it is." Sue Burgess, Coordinator, South Brent Caring*

What links does this spending have

to South Hams District Council's Strategic Priorities?

South Hams CVS' core services particularly contribute to the Council's strategic objectives in the areas of **WELLBEING** (see page 6) & **COMMUNITIES**.

Of the over 500 community organisations that South Hams CVS is in contact with, approx. 55% are working in South Hams, in areas of:

- Financial support including CAB, Credit Unions, British Legion
- Health and Wellbeing including patient support schemes, specialist groups, exercise and leisure providers
- Housing and Homelessness including Church-based, Foodbanks, Feoffees

as well as Family support providers, Advocacy providers, Faith Groups, Carer Support providers, Equality providers

The other 45% include a range of charities and community groups including **ENVIRONMENT & HERITAGE** projects and Community **INFRASTRUCTURE & RESOURCES** such as Village Halls and Transport schemes.

In areas of **ECONOMY**, South Hams CVS will

- provide access to opportunities for local residents to **develop skills** and enable them to **better contribute to the local economy**
- share community intelligence and input with new and existing partnerships bringing **new activity and investment into South Hams**
- provide continued support to village halls, play areas, community transport, sports and recreation, environmental & heritage projects helping **create thriving communities, attractive to new businesses and employees**
- bring **new funding** into South Hams through our own projects (only possible if we keep our strong core service) and by supporting local organisations in identifying and applying for funding
- South Hams' voluntary sector **employs an estimated 9%** of South Hams population

SHDC's commitment to communities will benefit from working closely with community organisations, through South Hams CVS, enabling engagement, mapping and providing local intelligence and supporting community development. Linking with all priorities South Hams CVS is able to help the council **facilitate engagement and consultation** with voluntary sector providers and users at a number of different levels, **ensuring the voice of local residents is heard and people protected under the Equality Act 2010, within the 9 protected characteristics are included.**

South Hams CVS supports organisations in the South Hams who have over 9300 people contributing 'formal' volunteering giving almost 1 million hours per year equating to £124,620 per week

Based on an average 2hrs/volunteer/week at minimum wage

What links does this spending have to South Hams District Council's Strategic Priorities?

South Hams CVS Example of our link with SHDC's WELLBEING Priorities

South Hams CVS has a history of establishing and working with organisations supporting the well being of South Hams residents. Through our involvement with Community Health & Social Care teams, delivering on a project which supports the recruitment & co-ordination of voluntary sector representatives on the teams, we have forged strong links with health providers from the statutory sector as well as strengthening our existing relationships with voluntary & community organisations (VCOs). Some examples of what we did in 2015-16 are given in the table below.

SHDC/SHCVS SHARED Objectives	SHCVS ADDED VALUE	EVIDENCE OF WORK
to deliver positive health and well being outcomes for communities	Very close working with VCOs delivering health and well being outcomes supporting them with funding, governance & development advice; re-cruiting volunteers and co-ordinating VCS representation on health teams	1842 new patient referrals were made to 48 different VCOs through South Hams CVS co-ordination of representatives on Community Health & Social Care Teams (CH&SCT)
to reduce health inequalities and social isolation	Working with statutory partners and VCOs, identifying gaps in services and supporting the development of new services to improve them; liaising on their behalf with statutory authorities	South Hams CVS & Teignbridge CVS brought together local organisations into a 'Well Being Partnership', securing a contract to deliver well being and hospital discharge services, from Torbay & South Devon Foundation Trust, of over £150,000 for the partnership, which includes Totnes Caring & Dartmouth Caring organisations
to ensure local people have access to activities that improve health outcomes and promote healthy lifestyles	Enabling the prevention of worsening health conditions through support organisations, volunteering opportunities, co-ordinating activities, such as Walking for Health schemes. Enabling VCOs to share ideas, good practice and filling gaps across the area	Local CVS led alliances are implementing and reviewing the integrated care plans developed in 2014/15 with Plymouth Community Healthcare CIC (now Livewell SW) in Kingsbridge & Ivybridge areas 6 Walking for Health schemes supported, in partnership with Active Devon. 660 walkers in the year 2015-16, attended 465 walks in the South Hams

What value for money does the funding provide?

Our core funding has decreased in recent years, from £73,550 in 2013-14, to £64,930 in 2015-16. In each year, with this core basis, we bid for national and local funding to run additional projects and make up our operating costs. A small amount of income is generated through memberships & loaning resources. In 2015-16 we generated £34,935 of project work, all of which enhanced the service levels we were able to provide and directly benefitted South Hams communities. In 2016-17 we estimate achieving additional income of circa £35,000.

Approximately two thirds of our time is spent on interventions with voluntary and community organisations and volunteers, with the remaining third being spent on strategic, partnership and policy work. Based solely on two thirds of our core funding in 2015-16 (£68,802) each of the 7091 interventions we had with organisations and volunteers across the year equated to £9.70 per intervention. Each intervention with a group has a **ripple effect, multiplying the number of individuals who benefit** – either because they are beneficiaries, staff or volunteers of the organisation.

We provide an efficient and effective service, from a small team, with **relatively low management costs and overheads**, employing skilled and experienced part-time staff members **supported by volunteers** who help in the office and at our outreach events, adding value to our funding. We will be **reviewing our charging structures**, including our £20 membership charge and fixed fee for extra hours of support, as well as looking at the potential for **taking on outsourced projects** for other providers eg management of grants, community development, user engagement.

South Hams CVS are committed to making change in South Hams to help support those most in need, whilst preserving our communities, heritage and natural environments. Our work is effective in bringing about change as highlighted in our impact report. Effectiveness of our outcomes is seen through the benefits to the organisations we support; in turn the preventative services that they deliver can **provide significant cost savings** to individuals and statutory providers and contribute to **healthier South Hams communities**.

Many of the organisations who South Hams CVS support raise money to help vulnerable people in South Hams communities, with our help.

*"We have attended numerous CVS grant and fundraising training courses over the last ten years, including an **excellent recent Funding Masterclass**, and we read every CVS grant update email that pops into our inbox. We have frequently used the Funding Support Service and have also had guidance from CVS on other income streams including Community Fundraising, Online Fundraising, Gift Aid and Sponsorship and **we use all of these techniques effectively**. As a result of this, we apply on average for about 10 grants a year. Our **success rate is over 80%**. The amounts received vary from £250 to £10,000 per year."*

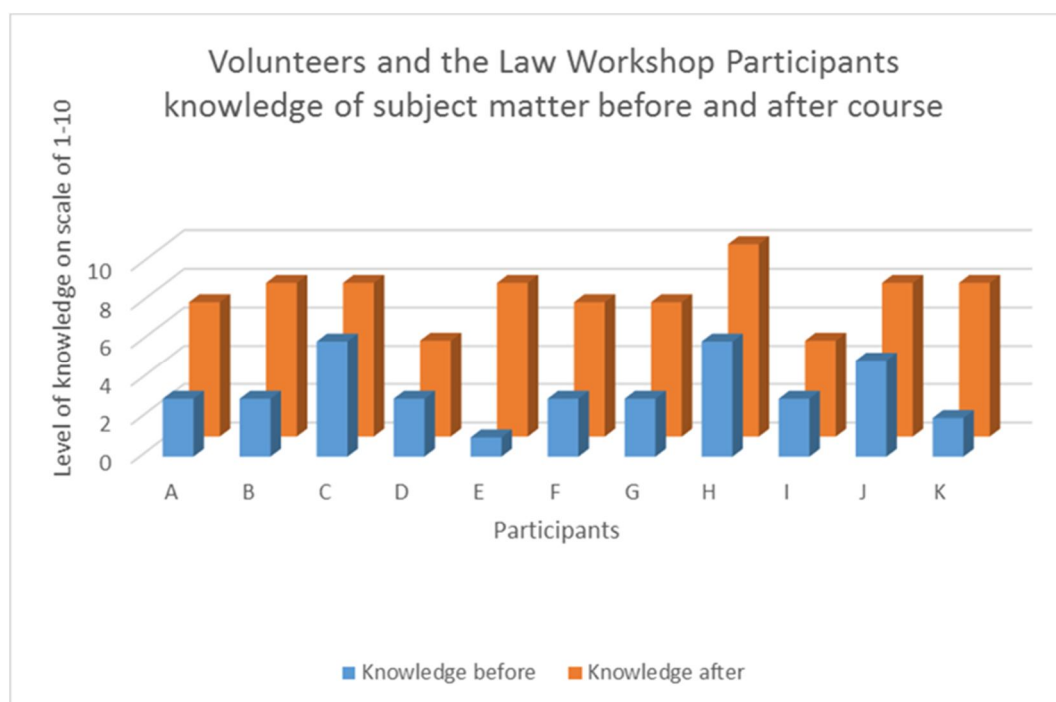
Laura Hughes, Founder & Coordinator for Moorvision, a local charity set up by a mother from Ivybridge who established the charity to provide support for families of blind and partially sighted children and parents.

What success measures will be used?

In 2017/18 we will

- demonstrate clear outcomes & impact to our funders and stakeholders by:
 - ◇ recording changes for South Hams CVS beneficiaries (individuals, organisations & communities) through feedback and case studies and linking it to our activities
 - ◇ creating outcome specific targets with our funders

Example of feedback collected at a South Hams CVS workshop 2015:



- set key performance targets , which will include:
 - ◇ Stakeholder survey to be conducted
 - ◇ A 3yr Business Plan to be prepared for implementation in 2018
 - ◇ Charging structures will be reviewed
 - ◇ 2 new projects set up in South Hams communities in 2018 to include management costs
 - ◇ Achieve PQASSO Quality mark
 - ◇ Budget achieved
 - ◇ Increase partnership working with West Devon CVS and within the Devon Voluntary Action partnership, keeping focus on achieving outcomes for South Hams residents

2015-16 South Hams CVS Service Delivery Figures

Number of
Existing groups
sustaining
services —592

Groups supported
one to one —68

Workshops & Events
held—30

Individuals
participating in
Workshops &
Events—380

Mandated
Representatives —5

Potential Volunteers
advised —150+

Volunteering
Opportunities
advertised —230

What risk will there be if the SHDC funding is reduced?

The money received from SHDC provides the core foundation from which to deliver our services to individuals, organisations and communities who tell us our support is needed. In the current unsettled climate, where more people are becoming vulnerable in our communities, voluntary sector organisations are facing higher demands on their services, with less funding and resources to deliver them. In these uncertain times, South Hams CVS support; helping groups access needed learning and resources, bringing them together to share issues and ideas; is vitally important.

Mat Price, Co-founder of Proud2Be CIC says:

*"The ongoing support we receive from South Hams CVS is **invaluable to our organisation**. We have received support in **recruiting and retaining volunteers**, identifying **grant funding opportunities**, accessing low cost and/or free **informative workshops** and are currently receiving support towards thinking about **a more strategic approach** through their Facing Forward to 2020 (FF20) project. As a grassroots social enterprise, knowing that organisations like the South Hams CVS are just an email or phone call away, provides a **huge amount of reassurance**, particularly in times of uncertainty. The whole team are **friendly, approachable, professional, knowledgeable** and always **go out of their way** to support our organisation."*

If the core funding from SHDC is cut or reduced, South Hams CVS would need to review its services and consider its future. A reduction in our core service provision would be necessary and this would lessen our ability to attain further funding or bring in new projects to the district. It would also decrease our voice and influence on behalf of the sector

Over the last few years we have reduced staff hours and made economies of scale and it is not viable for staff roles to be further reduced or to make other cost savings without having a serious effect on our delivery to the community. Our designated reserves fund is just short of meeting our reserves policy which is to aim for a reserve fund equivalent to six months running costs plus the amount needed for redundancy payments and other contractual obligations.