

**Working to
maintain and
develop a
thriving and
diverse
Voluntary and
Community
Sector**

The years ahead are going to see a number of changes that will affect our sector. The cuts in public spending will provide a number of challenges and opportunities; the move towards the personalisation of services is important for all those groups and organisations working with, and for, vulnerable people and the Government's ideas for a "Big Society", with smaller government, more community activity and so on is a development that should be of interest to us all.

Over the past year, we have worked directly with more than 300 organisations; we have referred over 900 volunteers to more than 100 organisations and we have worked alongside over 1000 "experts by experience". We have worked consistently to ensure that our sector is fully recognised for the crucial role it plays in the city.

We are proud that our services are used by a wide range of groups, organisations and individuals that fully reflect the diversity of our city. For example, 30% of the groups we support are from BME communities and we support groups and organisations that work across all of the equality strands. Of the 825 volunteers currently registered with us, 288 (34%) are from BME communities and as hosts of the Local Involvement Network (LINK), we can report that, of a membership of 404 groups and individuals, 146 (36%) are of BME origin.

In the challenging times ahead, it is important that all groups understand the environment in which we are working, are well run and "fit for purpose" have a real say on behalf of their customers and play a full role in the design and delivery of services.

Our website (www.wolverhamptonvsc.org.uk) provides a range of information and includes a funding portal and we would encourage you to take a look at it. If you need any support then please let WVSC staff know.

This brief report provides more details of what we have done this year and we look forward to working with you to ensure that we continue to have a thriving and diverse sector of which we can all be proud.

Colin Knott
Chair of WVSC on behalf of the board





"I have learned to manage my accounting in a much easier and thorough way"

"[Funding support] has given me the understanding of where to look for funding and how better to align my organisation with the needs and requirements of funders"

"We received grants totalling nearly £20,000"

"Wolverhampton City Council's saving programme has adhered to Compact principles through difficult times. The Compact has helped to secure funding by the withdrawal of £200,000 from the Council's saving programme"

To work with groups and organisations, enabling them to provide high quality support and services

- Voluntary and Community organisations have received 420 support sessions on a wide variety of legal and management matters.
- Finance related help and advice was taken up by 114 groups.
- 200 support sessions were provided, covering areas such as preparation of accounts.
- 3 conferences were delivered to 122 participants on Employment Law, Vetting & Barring and Charities & Companies.
- 5 editions of the What's New publication were circulated to approximately 1000 groups, providing information on issues such as safeguarding, equality & diversity and confidentiality.
- 10 training sessions were delivered to 180 participants on topics such as full cost recovery and financial reporting.
- 5 editions of Accrual World newsletter were circulated to nearly 300 groups, enabling them to keep up-to-date with financial issues.
- 22 groups accessed WVSC's payroll service for 90 employees, which in turn allowed customers to *"concentrate on the delivery aspect"* of their service.
- 19 organisations attended 'Outcomes' training, with 100% then confident in expressing outcomes in ways that stakeholders, partners and users understood, and also improved public accountability.
- The Compact has helped groups and organisations to provide high quality services by improving the culture surrounding partnership working including the commissioning process. During the year there have been quarterly multi-agency steering group meetings with 15 partners, quarterly meetings for 25 Compact Champions and e-bulletins sent to 180 organisations.

To promote and champion Wolverhampton's Voluntary and Community Sector locally, regionally and nationally

- We have worked with colleagues across both sectors in the development of a commissioning framework for the city that clarifies the role of our sector in the design and delivery of services.
- Following a campaign challenging the disproportionate cut to the third sector budget, the total reduction was cut by 200K.
- The Compact has provided the ground rules for how the sectors work together, and tools to challenge if these are broken. During the year our Compact was nominated for the Compact of the Year award.
- WVSC have played a key role in the development of the strategy and action plan for a thriving third sector. Its implementation will strengthen the sector's role in the city.
- At the request of the Third Sector partnership WVSC have worked with the Council in the development of a single contract for the delivery of services.
- WVSC promote and champion the sector on over 20 boards and strategic forums locally, sub regionally and regionally.

To support groups of people to influence the decision making processes that matter to them

- LINK has undertaken 20 awareness raising events that have reached 3,434 members of the public, providing them with the opportunity to influence Health and Social Care Services. In 2009 we influenced hospital visiting times and are working on meal times at New Cross Hospital, Aftercare Discharge Planning and Accident and Emergency – Eye Emergencies.
- The Service User Involvement Team (SUIT) engaged over 200 service users in the year. This included the Drugs Needs Assessment, which helped to ensure that opening hours met the needs of the client group. Through Substance Magazine and its innovative text messaging service, information is regularly sent to over 1000 people and there have been 39 open and specialist forums held across the city.
- The Mental Health Empowerment team has helped develop 20 Self Support Groups, enabling them to support approximately 300 people who use, or have used, mental health services (Experts by Experience) to become involved in the decision making, planning and delivery of mental health services in Wolverhampton.
- The Learning Disability Advocacy project has continued to support 5 self advocacy groups to have a voice within the city and has increased its membership by 25% to 50 members. Service users have recently expressed their unhappiness at a proposed increase in the cost of meals, which has since resulted in this being reviewed.
- We have led on the delivery of “VOICE” and “ECHO” across the city, tools for measuring and increasing levels of influence in decision making within the third sector and openness to influence within the public sector.



“I know more about my PCT and how I can play a more hands-on approach regarding my health service”

“We work together to get change”

“I know more about my rights and how to have a say”

“It was of great benefit attending the volunteer centre and it helped me to get my job, thank you so much”

“It’s given me my pride and self belief back”

“An excellent way to gain skills and experience to get back into the workplace”

To develop opportunities for people to engage in volunteering

- The Volunteer Service has referred 677 volunteers to volunteering placements and also 260 to Base25 an organisation which specifically works with under 25yr olds.
- From January to March 2010, advice and guidance has been provided on training to 196 people with over 70 volunteers referred to training opportunities. During this same period, 19 volunteers gained employment, demonstrating the value of volunteering as a successful pathway to work.
- 75% of volunteers who responded to a recent survey reported improved skills, with 50% gaining a qualification, 50% feeling their job prospects had increased and 75% reporting an increase in self-esteem.
- Support and training is provided to placements providers, 77% of which agree or strongly agree that volunteers are essential to the delivery of their services. 88% felt that volunteers improved the quality of service and 60% felt their organisation would not exist without volunteers.
- SUIT, working with the Volunteer Service, are supporting their volunteers into employment and training, as well as helping them to abstain from crime and drug addiction, and re-engage with drug treatment services.

Statement of Financial Activities for the year ended 31 March 2010

	Unrestricted funds 2010 £	Restricted funds 2010 £	Total funds 2010 £	Total funds 2009 £
INCOMING RESOURCES				
Incoming Resources from generated funds				
Voluntary Income	115,563	-	115,563	116,043
Investment Income	4,522	-	4,522	17,993
Incoming Resources from charitable activities	83,248	1,139,383	1,222,631	951,622
TOTAL INCOMING RESOURCES	<u>203,333</u>	<u>1,139,383</u>	<u>1,342,716</u>	<u>1,085,658</u>
RESOURCES EXPENDED				
Charitable Activities	178,693	1,085,208	1,263,901	1,002,994
Governance Costs	5,910	-	5,910	25,311
TOTAL RESOURCES EXPENDED	<u>184,603</u>	<u>1,085,208</u>	<u>1,269,811</u>	<u>1,028,305</u>
NET INCOMING RESOURCES BEFORE TRANSFERS	18,730	54,175	72,905	57,353
Transfers between funds	<u>87,984</u>	<u>-87,984</u>	<u>-</u>	<u>-</u>
NET MOVEMENT IN FUNDS	106,714	-33,809	72,905	57,353
Total funds brought forward	242,681	411,967	654,648	597,295
TOTAL FUNDS AT 31 March 2010	<u>349,395</u>	<u>378,158</u>	<u>727,553</u>	<u>654,648</u>

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Balance Sheet 31.3.2010	2010	2009
	£	£
Fixed assets		
Tangible assets	55,573	42,135
Current assets		
Debtors	125,293	101,365
COIF and Unity deposit funds	411,556	322,483
Cash at bank and in hand	190,731	259,668
	<u>727,580</u>	<u>683,516</u>
Creditors: amounts falling due within one year	<u>-55,600</u>	<u>-71,003</u>
Net Current assets	<u>671,980</u>	612,513
Net assets	<u>727,553</u>	<u>654,648</u>
eserves		
Unrestricted Funds:		
General unrestricted fund	341,663	233,484
Designated funds	7,732	9,197
Restricted Funds:		
Capacity Builders Refurb 08-09	16,073	15,515
Capacity Builders Refurb 09-10	18,330	-
Community Accountant	28,871	25,028
Compact	18,417	23,431
Compact Regional - GOWM	-	2,100
Fundability	7,378	13,270
Health and Well Being (HWB)	27,392	22,236
LINK	86,029	56,032
Mental Health Empowerment	78,073	83,641
Outcomes (Cult Change)	12,424	12,645
Quality Initiative	10,000	10,000
Regeneration Zone	8,657	8,657
Right People Right Skills	7,244	108,392
Service Users Involvement-SUIT	40,673	31,020
Third Sector Support	429	-
VOICE	5,000	-
Volunteer Services	13,168	-
Total Funds	<u>727,553</u>	<u>654,648</u>

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The financial information in these statements does not comprise the full statutory financial statements of WVSC for the year end 31st March 2010