

CVS Falkirk and District

supporting, developing
and representing the
voluntary sector



Annual Review
2005-2006

CVS Falkirk & District, the Council for the Voluntary Sector (CVS) serving the Falkirk Council area, is an independent voluntary organisation and registered Charity supporting the development of the community and voluntary sector locally.

We provide a wide range of support and services to groups, helping those that are starting up, as well as organisations that are already established. We help groups to develop, provide information and training, assist in liaison with local government and enable the views of voluntary organisations to be represented.

We also have an intermediary role, supporting and facilitating joint working of community and voluntary groups with statutory bodies; helping to ensure that the interests and concerns of the community and voluntary sector are properly represented with local and national government, particularly local Community Planning.

CVS Falkirk and District is an integrated CVS and Volunteer Centre. Volunteer Centres exist to involve more people, more effectively, in volunteering to help make Scotland a better place to live.

In summary:

We support, develop and represent the community and voluntary sector.

We are the local Volunteer Centre for the Falkirk Council area.

We work in partnership with public agencies such as health and the local authority to ensure the needs of the sector are represented at a strategic and planning level.

Welcome to our Annual Review for 2005-06. This year has been one that has achieved a major change in our premises. The transfer of operations to our new address was smooth and allowed contacts with member groups, volunteers and funders to be secured both before and during the office relocation. For those groups that we acted as landlord for in our former premises we assisted them to the maximum our limited resources permitted and we wish them well in their relocation to continue with their work.

Alongside the operational changes, both the sub-committees and the regular meetings and duties that were carried out by the Board of Directors were developed during the year. We attended to the growing responsibilities and duties we have as directors and trustees to enable safeguarding the future service delivery of the organisation. The Company has concentrated on financial issues and we have reported on them within the annual Directors' report and accounts. We continued to look for the support and funding necessary to meet the goals and targets of our main aims as expressed in the mission statement which we will continue to strive to deliver (the statement can be found on the inside of the back cover of this Review).

I would like to thank each of the Directors, all the staff and volunteers, the organisations we have partnered during this past year, and the stakeholders who we plan to work with going forward, for their marvellous efforts and support.

I look forward to a year where even more effort and resources can be placed into supporting local voluntary sector organisations and individual volunteers with more varied and specific services.



William T. Kelly
Chairperson

Over the year we have dealt with 34 wide-ranging variety of enquiries for information and support from voluntary and community organisations. Some of the straightforward enquiries were answered over the telephone on topics including funding and governing documents.

More specifically we dealt with 6 business planning enquiries and 8 on legal frameworks which involved meeting with representatives from the groups face to face. We also worked with 4 organisations on management issues and 2 on monitoring and evaluation systems.

We held a funding seminar on a new source of funding which was attended by representatives from 15 voluntary organisations.

We issued a number of e-mails with news and information relevant to the community and voluntary sector and produced a printed newsletter. Information provision is a key part of what we do and what organisations expect of us. We communicate changes which are likely to affect them and also promote events, training and new funding opportunities. Our newsletters go to people working outwith the voluntary sector to ensure that elected members, local authority staff, politicians and others are aware of developments, issues and events within the sector. Our information circulation extends to just over 460 organisations.

Our staff attend a range of partnership and other strategic meetings and promote the voluntary sector, volunteering and the services the CVS and the Volunteer Centre provide.



We have been involved in partnership with statutory agencies in a number of areas including the Community Learning and Development Strategy Group, the Community Learning and Development Adult Implementation Group, the Business Panel of My Future's in Falkirk and the eFalkirk Steering Group which went on to launch the Falkirk Online portal during the year.

We are members of the Wider Children's Commission, the Hall 4 Working Group, the Children's Commission Executive Committee and Community Health Partnership Management Team. We are the voluntary sector representatives for Community Planning with membership at the Partnership Board and Executive Group level.

At some of these meetings we represent the specific views of the community and voluntary sector and at some we merely endeavour to ensure the sector is consulted and involved in developments and that the value of volunteering and the voluntary sector is not left out or forgotten about!

We are also members of the Joint Training Consortium, delivering basic training to community groups on community capacity building.

At a national level we have represented the local interests and promoted the improvement of national standards in a number of areas, the key one being our involvement as founder members of the Voluntary Sector Data Management Consortium where our database system developed here in Falkirk is helping to define the national standards.

Pages 8 and 9 of this Review mention more of the partnerships we are involved in.

We endeavour to support the involvement of people on work placements and volunteers where our resources and tasks permit.

During the year we had a student from Napier University who worked with our staff on Volunteer Centre activity. She was involved with meeting prospective volunteers, visiting volunteering involving organisations, producing volunteer information packs and assisting with updating the volunteering database system.

We were very fortunate to have a committed group of volunteers who provided reception duties at our old premises in the Old Sheriff Court. They provided an invaluable service by greeting and assisting visitors to the building. This service also benefited our tenants and room hirers.

Despite our move to smaller premises we still engage volunteers in reception and administrative tasks, providing training and support, which for many of our volunteers, has helped them to move into employment.

This year saw the last year of the Care Commission Lay Assessor Pilot scheme, in which we have been involved since 1st January 2004. The pilot scheme covered Glasgow and Forth Valley, the latter covered by ourselves.

The Lay Assessor co-ordinator supported 8 volunteer Lay Assessors who carried out inspections in conjunction with local Care Commission Officers. The Care Commission ended the pilot scheme at the end of March 2006 after a very positive evaluation. Due to cost constraints they have decided to run the scheme in-house.

During the year:

8 lay assessors supported 42 inspections

5 group support sessions were held for Lay Assessors

52 face to face contacts provided support to volunteer lay assessors.

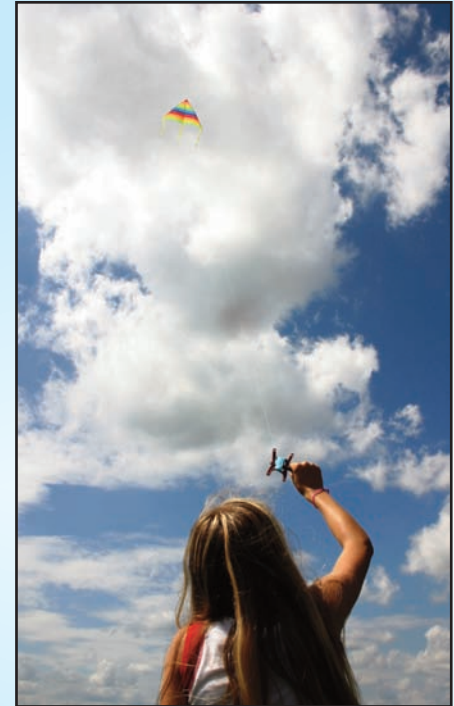
The Voluntary Sector Children's Services Forum was established in February 2004 and is now recognised by the Children's Commission as the vehicle through which the views of the voluntary sector organisations delivering children's services should be sought.

The Forum meets four times each year and during this past year has been chaired by Joyce Waddell of the Scottish Pre-School Play Association with the meetings held in our offices. We provide secretariat, administration and development support to the forum.

Topics which the forum has addressed have been the Council's Integrated Children's Services Plan, feedback from Falkirk Council's Children's Commission and the Wider Commission. The forum provides an opportunity for members to exchange information and agree a joint approach to common issues.

38 organisations receive information regularly through the forum.

22 organisations participate in the forum.



The role of the Community Care and Health Forum is to bring together voluntary organisations interested in improving health and health related services or providing health and social care services. Membership of the forum is open to all staffed voluntary groups working in the Falkirk Council area that have an interest in community care and health issues. Non-staffed and community organisations with an interest in community health and social care issues are welcome to attend any meeting and their views will be taken forward to the CHP Committee by the Representatives.

The forum met four times during the year with meetings being held at our offices. We provided administration and development support to the Forum. During the year the Forum had 19 members regularly attending the meetings.

The Forum introduced and hosted 6 network lunches (the target for the year was 3 but they proved to be very popular!) where 6 organisations gave a presentation about their work. The lunches proved to be an excellent networking opportunity.

The Forum elected three voluntary sector representatives to become members of the Community Health Partnership Committee.

The Community Care and Health Development Officer has established and maintained an effective partnership with the Falkirk CHP to ensure that the voluntary sector is represented in the decision making of the Community Health Partnership.



We are part of a national network of Volunteer Centres located throughout Scotland's 32 local authority areas. Each has a common objective to promote, support and develop volunteering at a local level. We work with volunteers and volunteer involving organisations in the Falkirk Council area. The specific role of the Volunteer Centre is to assist individuals and organisations by providing advice and guidance on matters relating to volunteers and volunteering. We aim to:

- Increase the number of people involved in volunteering
- Broaden the range of people volunteering
- Bring about positive attitudes to volunteering
- Develop the capacity of volunteer involving organisations

We had a busy year working on volunteering activity which saw us achieve the following:

10 talks to a variety of groups

87 Local opportunities registered with us

40 National opportunities registered with us, which can be carried out locally

160 Volunteers interviewed

96 Volunteer placements

92 online request for volunteer information packs

286 Telephone requests for information packs

25 Volunteer Involving Organisations visited

4 Press Releases issued and 5 Articles relating to 2005 Year of the Volunteer

We adopted the common brand identity shared by all Volunteer Centres across Scotland.



Continuing on the theme of volunteering, in June 2005 we arranged a Street Fair to promote volunteering in the Falkirk area, this took place on Falkirk High Street, where 13 volunteering involving organisations took part. A seminar was held for volunteer involving organisations to communicate the services on offer from us as both a CVS and Volunteer Centre.

Our Annual Volunteer Award Ceremony took place in Grangemouth Town Hall during Volunteers' Week with main awards for Volunteer of the Year, Young Volunteer of the Year and Volunteer Engaging Organisation of the Year. Also on the day 16 five year, 10 ten year and 14 twenty year long service medals were awarded, plus 160 Certificates of recognition and thanks given out to just some of the many people who give their time as volunteers to improve their communities.

We also took part in the annual Make a Difference Day and even helped to paint the offices of one of our local volunteer involving organisations.

During the year the Volunteer Centre attended a number of outside events and had stands at 2 Freshers Fayres at the College and also at the launch of the Falkirk Council's Integrated Children's Services Plan.

We worked with a number of partner agencies to promote volunteering including Falkirk Council, Shaw Trust, Key Housing Association, Jobcentre Plus, Workable, Link Living, Adult Literacy, Scottish Pre-Retirement Council, Forth Valley College and Forth Valley NHS.

At the end of the year we conducted an electronic survey amongst those organisations we had e-mail addresses for. The response was excellent (36%) and here we present an overview of the key findings:



93% of participants said the work of the CVS and VC (Volunteer Centre) is of benefit locally;

94% of participating organisations said that they would recommend the CVS to other organisations;

71% want to receive news and information by e-mail;

In all of the VC services people were asked to rate, only 1 participant gave a rating of either poor or very poor in any of the categories;

75% of participants want to know more about the work of forums that we engage in;

Just over 25% of participants didn't realise we were an integrated CVS and VC;

Just under 25% were not aware of what a VC does;

The top five things organisations want us to do more of are:

1. support the development of new groups;
2. provide help with funding;
3. support existing groups;
4. provide information to the sector;
5. provide training.

Here are some things people said during the survey:

“I feel the Volunteer Centre is an invaluable resource and can be accessed readily.”

“I am very happy with the support our organisation and I have had over the years from CVS”

“The service has improved”

Speaking about the representative work we do, *“It is really helpful to have a co-ordinating body!”*

“There is a definite need for organisations such as yours to be a voice, representative of the views of the voluntary sector at local level.”

50% of the comments given under what we do well cited *“communication”*.



We now plan on conducting the survey every year and using it as one of the tools we use to measure our performance. We are pleased to see that organisations value our services and would recommend us to others but we recognise that there are areas for improvement. The results of the survey, along with other information gained from organisations during the course of the year will be used to plan our work for the coming year.

We'd like to thank the organisations which took part in the survey.

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Note: Travel directions and a map can be found on our website

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CVS Falkirk and District is a company limited by guarantee in Scotland, No. SC85838 and is a Registered Charity in Scotland, No. 000312.

Annual Report and Accounts

This is not our Annual Report - you can obtain a copy of our Audited Accounts and Annual Report by contacting our office. Non-Members will be charged a small administration fee to cover our costs.

Thank you

We'd like to thank the following organisations for helping to fund our work during the past year: Falkirk Council, Scottish Executive, NHS Forth Valley, Lloyd's TSB Foundation, Big Lottery Fund, Millennium Volunteers and Communities Scotland.

Thank you

We'd like to thank all member organisations and colleagues in networks, forums and agencies who have worked with us to develop the voluntary sector and volunteering in the Falkirk area.

More Information

If you would like more information about what we do, or would like to know how we can help your organisation then please do not hesitate to contact us. We are a membership organisation and membership is currently free of charge.

Our Vision, Mission and Values

Our vision is of a diverse and effective voluntary sector in the Falkirk Council area.

Our mission is to support, develop and represent voluntary sector organisations so that they can participate positively in the planning and delivery of high quality, high impact services to communities and individuals and to develop vibrant volunteering and community action.

Our work is driven by our values of honesty, openness and respect for both individuals and communities with whom we work.

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