Voscur

A Council for Voluntary Service

September/October 2007

# Tuck into the Funding Pie!

FREE Fundraising Pull-out inside

JOIN US INSIDE FOR A SLICE OF:

Full Cost Recovery
Funding Crisis in the South West
New Voscur Fundraising Training
Do's & Don'ts of Fundraising
Fundraising Strategies
Bristol City Council Voluntary & Community Sector Investment Grants
And much more... yum!

## HEALING ABUSE TRAINING

**With the Rainbow Programme. Responding to abuse in a holistic way.**
**Training for Health and Statuatory Professionals, and others active in the field.**

The Rainbow Programme offers training that is tailor-made (to meet the needs of your organisation) or can be a standard day's training, with an optional follow up after 2 months.

The Rainbow Programme is fast becoming known as a 'Centre of Excellence' for healing from abuse.

We've been running our 9 month programme (short enough to feel safe for clients, long enough to make a real difference in a person's life) for 7 years with wonderful results. A current client puts it like this: "Thank you, it's been life changing. Really powerful. Full of skill and acceptance and wisdom and power."

**HEALING ABUSE TRAINING** OFFERS increased knowledge and understanding, raised awareness, improved confidence and skills & shifts in perspective FOR people who work in the alcohol + drugs field; for nursing students; for all professionals who would benefit from further insights into issues of abuse; all those whose work takes them into working with clients who've been through abuse, e.g. social services and voluntary organisations.

We live in challenging times, certainly yet the potential for positive transformation is always there - This workshop takes a holistic approach; it seeks to demystify this whole issue. By doing this training you become an active and positive professional, who can be sure that the work you do, *does* make a difference. To find out more call Sami at the Rainbow Programme 0117 963 6147.

To book your place or one or more for your organisation at our HEALING ABUSE WORKSHOP on October 2nd, 10 – 4 pm at the Pierian Centre, Cost £95/person, **Call Sami on 0117 963 6147**

If you are unable to make this date do contact us as there are future workshops planned.

**Say YES to The Rainbow Programme training - bringing light to the whole issue of abuse.**

# BURSARY SCHEME

## for voluntary, community and social enterprise organisations

EVALUATION TRUST

**The Evaluation Trust** promotes and delivers participatory evaluation to a wide range of voluntary and community organisations and to funders of these organisations, so that evaluation can be used for learning, organisational development, delivering effective outcomes.

**Who is the scheme for?**

- Black and minority ethnic groups.
- Faith based groups.
- Refugee and migrant groups.
- Isolated rural groups.

**We offer** a customised service using consultants with local knowledge. This is sometimes free to small organisations participatory research and evaluation advice, information, ideas around making your organisation more effective consultancy support for monitoring and evaluation skills design and delivery of training in monitoring and participatory evaluation.

**For more information or to make an application**

Contact Maria Clarke (SW Projects Manager) on 0117 904 2636,
email: Maria_evaluationtrust@blueyonder.co.uk
or Patricia Diango (SW Administrator) on 0117 902 9656, email: Patdiango@blueyonder.co.uk

ChangeUp
Managed by Capacitybuilders supported by the Cabinet Office

## Why not advertise in Voscur's Newsletter?

Special discounts for members!

Deadlines for November newsletter:
6 October 2007 for ads
27 October 2007 for flyers

Details of prices at **www.voscur.org/newsletter** or phone Sophie Mellor on 0117 909 9949


Voscur

**Disclaimer:** Some of the views expressed in this publication are those of individual contributors and do not necessarily represent those of Voscur. Publications, events and services mentioned in the newsletter are not necessarily endorsed by Voscur.

The Voscur Newsletter is available on disc, in either Word or pdf form. Please contact the office if you would like to receive your newsletter on disc. It is also available online as a pdf at **www.voscur.org/publications**


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LOTTERY FUNDED
navca
for a competitive confident and credible social economy
bristol neighbourhood renewal
ChangeUp

## The Voscur Annual Event

# Delivering Public Services – Deal or no deal?

## The Voscur Annual General Meeting 2007

Tuesday 9 October 2007
The Withywood Centre, Queens Road, Withywood, Bristol

Join us for lunch at 12.30pm, followed by the Annual General Meeting at 1.30pm and our big discussion at 2.00 pm.

**Is our sector innovative, distinctive, flexible, in touch with communities and able to respond to need?**

The report 'Delivering public services – service users experiences of the third sector, a report to the Office of the Third Sector by the National Consumer Council' examines some of those questions.

Alison Hopkins, the report's author, will be giving our keynote speech and we will be discussing the sector's role in public service delivery.

How are we engaged?
Are we effective?
What are the challenges and opportunities for us?
Are we recovering our costs?
Are we losing our independence?
Should the sector be delivering public services?
Is it deal or no deal?

What do you think? Come and tell us.

For more information and access details contact Voscur on 0117 909 9949, or email **info@voscur.org**

or visit our website at **www.voscur.org/networks/assemblies**

A detailed programme will be sent to you before the event.

Dear Voscur member

Following the introduction of membership fees earlier this year, we want to say thanks very much to all of you who have paid your fees and renewed your membership. We have been overwhelmed by the response! We very much appreciate your commitment to us, and your confidence in our organisation.

For those of you whose budgets have not been able to stretch to payment of fees, we have set aside a bursary fund to ensure that Voscur membership is accessible to all voluntary, community and social enterprise groups in Bristol.

So please contact us to find out how we can help you to retain your membership and keep the benefits of being a Voscur member.

We also encourage you to include the cost of membership in your full cost recovery budgets that you will be submitting to funders this year.

Best wishes

Wendy Stephenson, Chief Executive

# Get Refreshed at the Voscur Network Meeting in East Bristol

**Wednesday 19 September 2007**
**10:00am – 1:30pm**

Rose Green Centre, 65 Gordon Road, Whitehall, Bristol.

We'll be looking at the:

- **Community Strategy**
- **Local Area Agreement**
- **Parks Improvement Programme**

All this and a great chance to refresh your networking skills with refreshments!

For more information contact Matthew Symonds on 0117 909 9949, email:**matthew@voscur.org**

# Get your voice heard – vote for your Voscur reps

Voscur works to ensure that the views of the voluntary, community and social enterprise (vcse) sector influences decision making in Bristol. A number of partnerships invite us to send Voscur Reps so that vcse sector views, and comments are heard. Voscur members can vote NOW to choose reps to the Bristol Partnership and many of its delivery groups.

Vote by post using the form enclosed with this newsletter or for the first time this year Voscur members can cast their votes for reps online at **www.voscur.org/repelections2007.**

The enclosed form also includes information on the nominated reps.

**Please make sure you vote for your choice of reps between Tuesday 4 September and 5pm on Tuesday 2 October. Votes received after the deadline will not be counted.**

# Funding Crisis in the South West

## South West Forum recently highlighted an unprecedented funding crisis for our sector in the South West.

### Regional issues

Factors affecting funding of voluntary, community and social enterprise (vcse) sector organisations across the region include the reduction in the European Social Fund; the Big Lottery and other non-statutory sector funders over-subscribed; the 2012 Olympics looming; the anticipated impact of the Comprehensive Spending Review on central and local government spending; grant-making streams redistributed from Government Offices to the Regional Development Agencies.

### What about Bristol?

Added to this, in Bristol we have the uncertain future of projects that have been supported through Neighbourhood Renewal Funding; the reduction in the number of Community Development Workers (meaning less funding advice for grass-roots organisations); the changed focus of Bristol City Council's Community Development Investment Budget (which is encouraging new groups to apply, yet there is no new money coming into the fund); the Council's aspiration to use the full cost recovery method (so by implication, fewer groups will be funded); no clear procurement strategy that takes account of the needs of vcse sector organisations; and the reorganisation of the Primary Care Trust.

### What Voscur is doing?

As a member of the Compact Steering Group, Voscur will be working with partners to review the Compact Funding and Procurement guidance. Voscur is promoting Full Cost Recovery (FCR) to funders and working with partners to develop a simplified FCR template for groups to use. We have a full time funding advice worker in place this year and we are developing funding health checks and new training courses around funding. And this newsletter is full of helpful fundraising advice.

Indeed we are doing whatever is within our power to support our membership at this time.

# A Message to Funders

We also think it's important that funders hear these key messages from South West Forum's Investing for Inclusion report:

**Clarity and Communication** – funders should communicate clearly their criteria and funding process and make this information easily available.

**Short Term Funding** – the length of funding agreements should be tied to the length of time required to achieve the objectives. As a general rule funding agreements should be for a minimum three-year period except where short term projects are concerned.

**Breaks in Funding** – breaks in funding of an ongoing activity should be avoided at all costs. This requires funders to plan well ahead and ensure that funded organisations have appropriate notice of changes.

**Full Cost Recovery** – funding should cover the entire cost of providing a service including appropriate management and overhead costs.

**Timing** – payments should be made on time and in advance. Funders should keep to the timetable when introducing new programmes.

**Trust** – funders should not impose unduly onerous reporting requirements on recipients. Reporting and monitoring arrangements should be proportionate to the funding involved.

**Risks of seeking innovation** – funders should not allow their desire to fund new and innovative projects detract from the importance of maintaining existing successful and needed activities.

**Small Organisations** – funders should not allow their wish to reduce risks to lead them to only funding larger or more established organisations. Funders should be prepared to accept that some funded activities may be unsuccessful or achieve unexpected outcomes.

**Discrimination** – funders should make decisions on the basis of need and should not allow themselves to discriminate against groups perceived as unworthy or unpopular.

**Infrastructure** – funders should recognise the need to fund infrastructure services providing funding advice, capacity building and development support to front-line organisations.

To see the full report visit **www.southwestforum.org.uk**

# Council Leader Champions Compact

**We're happy to be able to report two success stories for the Compact Steering Group this month.**

A major success for Voscur is that the Leader of Bristol City Council, Councillor Helen Holland has offered to champion the Compact – ensuring that its profile is raised across the city.

Councillor Holland said "Experience of working with the voluntary sector has proved to me the huge benefits we can share. The welcome emphasis of new government thinking on partnership, and on community and voluntary sector involvement in strategic commissioning makes this a really exciting time, and one that the new Cabinet is determined to take forward. I was delighted to be asked by Voscur to personally champion the Compact, and hope that this will drive better and more equal relationships between us."

Our second achievement is that Voscur recently delivered a presentation on Full Cost Recovery (a method of ensuring that groups' costs are properly covered) to the Council's Voluntary Sector project board. This was well received and we are optimistic that this will be endorsed and adopted by the Local Authority.

We hope that these developments signal a move forward for the Compact in Bristol.

Download Voscur's Full Cost Recovery presentation at **www.voscur.org/resources**

Also see
**www.voscur.org/compact**
**www.thecompact.org.uk**

*Leader of the Council - Helen Holland*

**Learn more about Full Cost Recovery on page 8 & 9**

# Have your say in Bristol's future

Voscur, together with Planning Aid and the Council's Sustainable City team, are holding two events for Voscur members across the voluntary, community & social enterprise (vcse) sector to comment on how they think the Council should guide and manage growth and change in the city over the next 20 years. There will be two events:

**Tuesday 11 September (5.30-8.30pm)**

Vassall Centre, Gill Ave, Fishponds, Bristol.

**Agreeing a plan for future development in Bristol – where and what kind of development?**

**Friday 14 September (10am-1pm)**

The Council House, College Green, Bristol.

**Planning for new housing in Bristol – what sort of housing and where should it go?**

The events are free but booking is essential. To book contact Denise Martin email: **denise@voscur.org** or call 0117 909 9949.

# Help writing your Bristol City Council funding application

The Council's recent Voluntary and Community Sector Investment Strategy outlines their commitment to supporting the delivery of balanced and sustainable communities in Bristol from 2008 to 2011. The strategy outlines how decisions will be made on the allocation of the **£2.4 million fund**.

The priorities of the strategy include:

- provision of services to the most deprived communities,
- strengthening communities through volunteering,
- promoting community cohesion,
- understanding and respect across community divides,
- championing innovation,
- delivering direct services and support to local communities as well as infrastructure support.

Projects which offer good value for money; are efficient and streamlined; and have clear outcomes which relate to the strategic priorities, are more likely to be funded.

**Applications packs are available** to download from the Council's website – **www.bristol.gov.uk** or can be requested from the Investment & Grants Team. Call Jane, Fareeda or Marion on 903 6439 or 903 6437, email:**investmentandgrants@bristol.gov.uk**

## Funding Application Workshops

Voscur will be running one-day advice workshops (10am-4pm) on writing applications forms and budgets for the **Voluntary & Community Sector Investment Fund** on the following dates:

| Dates | Venue |
|---|---|
| Tues 25 September | Withywood Centre, Queens Road, Withywood, Bristol |
| Mon 1 October | Greenway Centre, Doncaster Road, Southmead, Bristol |
| Tues 2 October | Black Development Agency, 5 Russell Town Avenue, Redfield, Bristol |

**Only 20 delegates can attend each course**, and the cost for training is only £10, so make sure you apply early by registering on our website at **www.voscur.org/training** or phone the Voscur office on 0117 909 9949.

If you have any queries regarding this fund please contact Sabrina Lee, Voscur's Funding Adviser on **sabrina@voscur.org** or call 0117 909 9949.

## Not applied for Council funding before?

The Community Development Department will be providing surgeries for new groups who have not previously been funded by the City Council. They offer groups a chance to talk to the Grants Team about proposed applications and meeting funding criteria.

**The surgeries need to be booked in advance by calling 0117 903 6437.**

The following are details of the surgeries for new groups:

| Date and Time | Venue |
|---|---|
| Mon 10 September 10.00am to 1.00pm | Black Development Agency, 5 Russell Town Avenue, Redfield, Bristol |
| Mon 17 September 10.00am to 1.00pm | The Mede Community and Learning Centre, Marshall Walk, Knowle, Bristol |
| Mon 24 September 2.00pm to 5.00pm | North Bristol Advice Centre 2 Gainsborough Square, Lockleaze, Bristol |

**The closing date for applications to the Voluntary & Community Sector Investment Fund is Monday 15th October 2007.**

# News from Quartet Community Foundation

The final deadline for the Local Network Fund for Children and Young People is 21 September 2007. This fund provides grants of up to £7,000 for children and young people's projects throughout the West of England area. Recent evaluations of the programme have demonstrated the real value of these types of grants programme for local voluntary and community groups.

In Bristol, 262 grants totalling £1,458,287 have been made since the fund started in 2002, around £300,000 a year. From April 2008 this funding will be channelled through the Children's Trusts set up in each unitary authority area. However, there is no requirement on them to provide an independently managed small grants programme. This represents a significant loss to voluntary and community groups working with children and young people and we encourage action to ensure that this is available in each unitary authority. Bristol City Council is running the Youth Opportunity Fund, a young people's grants programme, which is managed by young people themselves. These funds are only for young people aged 13-19 so the younger age ranges miss out.

There will be another round of Global Grants in Nov/Dec and our other grants programmes are running all the time. Do look at our website regularly and sign up to our enews to keep you up to date with Quartet's activities.

**Alice Meason, Quartet Community Foundation, tel: 0117 989 7700 www.quartetcf.org.uk**

# Finance Workers and Treasurers Forum

Are you a finance worker or treasurer of a vcse sector organisation? Then you may wish to join **Voscur's Finance Workers and Treasurers Forum**, a forum which meets regularly for discussions and interactive workshops on good practice in finance. The next meeting will focus on Full Cost Recovery on 7th November from 10am-1pm. There will be no cost for the session.

To find out more call Sabrina Lee, Voscur's Funding Advisor, tel: 0117 909 9949 or email: **sabrina@voscur.org**

Take a look at page 8 & 9 of the newsletter for more information on Full Cost Recovery.

## BOOK ONTO A FUNDERFINDER SESSION AT VOSCUR

Funderfinder Sessions are run every Friday morning by Voscur's Funding Advice Worker, Sabrina Lee. The sessions are one hour long and Sabrina will take you through how to use Funderfinder and offer advice.

If you're not free on Fridays then you can come in and teach yourself using the FunderFinder Training programme.

To book a session, please contact Emma Rice on 0117 909 9949 or email: **emma@voscur.org**

## Updated Local Funding Directory

Voscur's Local Funding directory was updated in July with new funds for Bristol-based projects. Download it at out on **www.voscur.org/funding/local**

## Trusts and Foundations funding local work

**Starfish Trust**
The trust supports individuals and charitable organisations based within a 25-mile radius of central Bristol, providing grants for disabled people; for the relief of illness or disease or medical research. For more information call 0117 970 1756.

**John James Bristol Foundation**
Grants are made to charitable organisations working for the benefit of Bristol residents. The main focus areas are education, health and the elderly. **www.johnjames.org.uk**

**Society of Merchant Venturers**
The society supports youth work in Bristol - especially among the disadvantaged and those with no formal training. For information call 0117 973 8058, email: **enquiries@merchantventurers.com** or visit **www.merchantventurers.com**

**St Monica Trust**
The trust aims help improve the daily lives of people who have a physical or sensory impairment or long-term physical health problem and their families, as well as giving grants to organisations with similar aims. **www.stmonicatrust.org.uk**

For all the above funds applications are accepted throughout the year.

## Bristol City Council Funding

The following is not an exhaustive list. For more information on Bristol City Council grant programmes contact Jane Houben **jane.houben@bristol.gov.uk** or call 0117 903 6439.

## Children and Young People's services:

**Black & Minority Ethnic Groups –** limited funding is provided for a small number of educational initiatives supporting Departmental strategic priorities.

**Supplementary school funding programme** – funding is available for specific interventions by small supplementary schools in Bristol, particularly for BME children to improve SATS/GCSE results, core curriculum subjects and community languages. Contact Ruth Pickersgill on 0117 353 3309, email: **ruth.pickersgill@bristol.gov.uk**

## Department of Neighbourhood & Housing Services:

**Tenants Participation Unit** administers funds for area housing committee across Bristol and provides support, training, advice & funding for council tenant groups. Start up grants of £100 are available for new groups. The fund will consider top-up applications on an annual basis. Tel: 0117 903 9852 email: **tpu@bristol.gov.uk**

**Housing Options and Advice Service** provides assistance for projects concerned with alleviating homelessness in Bristol. Contact Olly Alcock 0117 377 2870, email: **olly.alcock@bristol.gov.uk**

**Supporting People** funds various organisations in Bristol to facilitate Housing Related Support services for vulnerable people. Contact Sue Lampard on 0117 352 5184 or email: **sue.lampard@bristol.gov.uk**

## Department of Planning, Transport & Sustainable Development:

**Community Transport** provides annual funding to disabled and community organisations in Bristol to promote social inclusion, and to enable access to shops, services and other facilities. Contact Alan Sibley 0117 922 2949, email: **alan.sibley@bristol.gov.uk**

**Neighbourhood Transport Initiative Grants** supports communities with their own ideas on how transport choices could be widened, including researching and developing efficient and healthy local travelling options. One-off grants of up to £5,000 are available for start-up costs or fixed term schemes. There are two closing dates (end of July and end of January) each year. www.bristol.gov.uk/nti or call 0117 903 6797 or email: **richard.burton@bristol.gov.uk**

# Voscur's Fantastic Autumn Training Programme

**With nine brand new sessions - Voscur's Autumn Training Programme is the most exciting ever! We have developed the range and scope of our fundraising training and have new sessions on campaigning, computer skills and effective leadership, to name but a few.**

To book onto the training go to **www.voscur.org/training** and fill in the online booking form. Contact Denise Martin on 0117 909 9949 if you would like a paper booking form. Voscur training is very popular – so book soon!

For more details on Voscur training, and information on bursary places, contact Sophie Bayley on 0117 909 9949 or email: **sophieb@voscur.org**

### Basic Fundraising – new!

Tues 18 September (10am-4pm)
St Werburgh's Community Centre, Horley Road, Bristol
Trainer: Sabrina Lee – Voscur
Full Members £20 / Associate £30 / Non-members £50

This session will introduce the principles and practice of good fundraising and types of fundraising activities. The day will also give participants a deeper understanding of the general funding environment.

### Have a Better Project! - Using Performance Improvement

Weds 19 & Weds 26 September (10am - 1pm)
The Wellspring Centre, Beam Street, Bristol
Trainers: David MacKenzie & Sophie Bayley - Voscur
Full Members £50 / Associate Members £70/ Non-members £125

Want to become more credible to service users, funders and others who have an interest in your work? Then these sessions are for you.

### BCC Voluntary & Community Sector Investment Grants Application Workshops

Three separate full-day training sessions around the city to assist groups to make effective applications to the Bristol City Council (BCC) Voluntary & Community Sector Investment Grants. The cost is £10 for venue & refreshments and your trainer will be Sabrina Lee from Voscur. The three sessions are on/at:

**Tues 25 September (10am-4pm)**
The Withywood Centre, Queens Road, Bristol
**Mon 1 October (10am-4pm)**
The Greenway Centre, Doncaster Road, Southmead, Bristol
**Tues 2 October (10am-4pm)**
Black Development Agency, Russell Town Avenue, Redfield, Bristol

### Refugee Awareness Session - The Facts and Fibs about Asylum - Full day!

Thurs 27 September (9.30am - 3.30pm)
Children's Scrapstore, The Proving House, Sevier Street, St Werburgh's, Bristol
Facilitators: Volunteers from Refugee Action
Cost £15 for venue and refreshments

This session will give you all you need to know to support refugees and asylum seekers and improve the service you offer them.

### Monitoring your Project - Using Outcomes - new!

Weds 3 October (10am - 4 pm)
Windmill Hill City Farm, Phillip Street, Bristol
Trainer: Nigel Newton Sawyerr - Voscur
Full Members £50 / Associate Members £70 / Non-members £125

Monitoring your project is necessary not only for providing a good service, but also to get feedback to your funders and users. This one-day session will cover:

- Why monitoring is important & how to measure how good your project is.
- What you do already and how successful that is.
- An introduction to a simple and effective way of defining outcomes.

### A Starter's Guide to Campaigning - new!

Thurs 11 October (10am - 1pm)
The Greenway Centre, Doncaster Road, Bristol
Trainer: Helen Kerridge - NCVO (National Council for Voluntary Organisations)
Full Members £10 / Associate Members £15 / Non-members £25

This session is an introduction and will give you an overview what you need to run effective campaigns. It will cover:

- Campaigning - what it is and what it involves.
- Case studies of effective campaigns.
- How to create objectives for a campaign.

**More information on support for writing your Bristol City Council Vountary & Community Sector Investment Grant application on page 9.**

### Roles and Responsibilities of Trustees 1 - evening course!

Tues 16 October (6.30pm - 9.30pm)
Beacon Centre, City Academy Bristol, Russell Town Avenue, Bristol
Trainer: Sophie Bayley - Voscur
Full Members £30 / Associate Members £50 / Non-members £75

This course will give anyone who is has the role of a trustee a basic overview of their legal duties and responsibilities and is ideal if you have just become a trustee or company director or just want to brush up on your skills.

### Managing your Volunteers Effectively

Thurs 1 November (9.30am - 3.30pm)
The Southville Centre, Beauley Road, Bristol
Trainers: Nigel Newton Sawyerr & Sophie Bayley - Voscur
Full Members £50 / Associate Members £70 / Non-members £125

The session will cover:

- Volunteering procedures.
- Support and supervision.
- How to recruit and retain volunteers.

### Why Can't Equalities Communities Reach Us?

Thurs 8 November (9.30am - 3.30pm)
CEED, Wilder Street, St Paul's, Bristol
Trainers: Ruth Pitter & Sophie Bayley - Voscur
Full Members £50 / Associate Members £70 / Non-members £125

Struggling to get other communities involved in the activity of your organisation? This session will provide you with information, ideas and tools and assist you in moving your organisation forward to becoming more inclusive.

### Fundraising from Trusts

Weds 14 November (9.30am - 3.30pm)
The Withywood Centre, Queens Road, Bristol
Trainer: Vicky Harrison - Independent Consultant
Full Members £50 / Associate Members £70 / Non-members £125

Raising money from trusts can often seem daunting. This course will provide you with the skills you need to make your application successful.

### Effective Leadership - new!

Tues 20 November (9.30am - 3.30pm)
Barton Hill Settlement, Ducie Road, Bristol
Trainer: Caroline Cook - Phoenix Associates
Full Members £50 / Associate Members £70 / Non-members £125

This session is for anyone in a leadership role in their organisation. The day will include:

- The difference between management and leadership.
- Understanding your leadership style and how this impacts on others.
- Proactive leadership and what that means you actually have to do.

### Involving your Service Users

Tues 27 November (10am - 1pm)
The Black Development Agency, Russell Town Avenue, Redfield, Bristol
Trainer: Nigel Newton Sawyerr - Voscur
Full Members £30 / Associate Members £50 / Non-members £75

Involving service users in service development, as volunteers or management committee members could greatly improve your organisation's effectiveness. Among other things this session will cover:

- Pros and cons of user involvement.
- Methods of user involvement - current and future.
- How we invite/recruit/enable users to be involved.

### Proposal Development – new!

Weds 28 November (10am-4pm)
Children's Scrapstore, The Proving House, Sevier Street, St Werburghs, Bristol
Trainer: Sabrina Lee – Voscur
Full Members £50 / Associate £70 /Non-members £125

This session will assist participants to improve skills and confidence in developing effective project funding proposals. The day will include detailed analysis and practical application of the proposal development process and components of funding proposals.

### Basic Computing Skills - new!

Thurs 29 November (9.30am - 3.30pm)
St Werburghs Community Centre, Horley Road, Bristol
Trainer: Sean Kenny – Voscur
Full Members £50 / Associate Members £70 / Non-members £125

Have you taken on a role that means you need to know how to use computers but don't know where to start? This basic course will help you if you are using computers for the first time or you need a refresher. It will cover Microsoft Office; Word/Excel; email; using the internet; question and answer clinic.

## New IT Helpdesk.

**See page 30 for more details.**

**Developing Effective Publicity - new!**

Tues 4 December (9.30am - 3.30pm)
The Gatehouse Centre, Hareclive Road, Bristol
Trainer: Vicky Harrison - Independent Consultant
Full Members £50 / Associate Members £70 / Non-members £125

Developing effective publicity is one of those things that are expected of us in the voluntary sector, but we don't always have the skills. The session will cover:

- What we mean by marketing and identify what you need to market.
- Creating messages to meet the needs of different audiences.
- A structured approach to putting together adverts using marketing principles.

**Funders Fair**

Weds 5 December (10am-4pm)
Southville Centre, Beauley Road, Southville, Bristol
Facilitator: Sabrina Lee – Voscur
Full Members £20 / Associate £30 / Non-members £50

This full-day event will include talks from major grant - giving organisations from the statutory sector, trusts, foundations and the corporate sector. This will give you an opportunity to learn more about new grant programmes, discuss specific projects with funders and find appropriate funders for your cause.

# Neighbourhood Renewal Learning Plan (NRLP)

The NRLP is here to help anyone living or working in Neighbourhood Renewal (NR) areas to enhance the skills and knowledge that they need to be part of improving their neighbourhood. The Summer programme, which finished in July, and was a real success. We are now about to start the Winter programme (see insert for programme details).

## Who came to the Summer programme?

**48 places were taken up and we also gave 5 bursary places onto other Voscur training.** The most popular courses were, How to Have Better Meetings, Catching Confidence and Chairing Skills.

## What did people think?

We had really positive feedback from the sessions and comments included: **" I feel so inspired by this course, it has developed my confidence no end!"; " It's been really good to meet people from other areas and find out what they are doing".**

We've also had requests since the sessions to put participants in touch with each other, continuing that sharing of knowledge.

## The Winter programme

We have **developed the programme by prioritizing the 423 responses we got from identifying people's learning needs.** These were very varied in terms of people's level of experience and need, so the programme has been developed to reflect this. **The Programme starts on the 19th September – see the enclosed flyer for details of the upcoming sessions.**

For more details contact Hannah Parker at Voscur on 0117 909 9949 or email: **hannah@voscur.org**

# Lawrence Weston Community Farm

Lawrence Weston Community Farm started in 1986 when a group of local residents decided they wanted to make use of land in Lawrence Weston that was a former tip. We asked Alexandra Willis from the Farm to tell us more.

### What do you do and what services do you offer?

Lawrence Weston Community Farm is a community-managed project that aims to improve the quality of life for local people and its service users by working with local people and others to provide a range of innovative, exciting, educational, environmental and recreational activities in Lawrence Weston. The farm is particularly interested in combating social exclusion and providing a safe and supportive environment in which people can flourish and contribute positively to their community. The farm offers a wide range of opportunities to local people and Bristol. These include bee keeping; a lunch club; arts and crafts activities; an after school club; a volunteering program; Open College Network Courses in Animal Care and Gardening; and the Green Finger Gardening Group who maintain the Secret Garden. We also do tours and activities for school groups. We also sell honey, seasonal vegetables, eggs, manure, animal food and bedding.

### What is your staffing structure?

The farm is managed by a Management Committee made up of nine local residents and professionals from the surrounding area. There are 4 full time staff including a Farm Manager, Education Coordinator, Volunteer Coordinator and Livestock Coordinator and three part time staff including a Finance Officer, Lunch Club Cook and Livestock Assistant.

### What have been your recent funding successes and what do you think is the secret to your funding successes?

Since March 2005 we have raised £400,000 towards a wide range of projects. Fundraising success comes through knowing how brilliant you are as an organisation, the

potential you have and knowing what funding pots are available to you.

### What new projects are you developing?

We are hoping to secure funding to build the Eco Centre, which will be an environmentally friendly building with a café, shop and soft play room with a rentable space for community use. We are also hoping to open a garden centre, which will be run by volunteers. In April 2007 we received accreditation to become an Open College Network delivery centre so we plan to extend the courses that we offer in the coming years.

### What challenges are you facing as an organisation?

Securing funding is one of our biggest challenges. Funding streams tend to last between one and three years which can make strategic planning difficult. Fundraising needs to be a full time job but unfortunately there are few funders that will fund a Fundraiser post. Recruiting and retaining Management Committee members is also an ongoing challenge.

## What is the best thing about your job and working at the Farm?

I am passionate about city farming and think that the therapeutic benefits that a regular connection to nature and the outdoors is incredibly valuable for health and general well being. Coming to work in the summer and watching the plants grow, the swallows flying around and hearing the ducklings quacking is a perfect way to start the day. I am very lucky.

## Do you belong to any partnerships?

The farm is involved with a wide variety of organisations in the surrounding area. These include local nurseries, primary and secondary schools that use the farm to do various activities such as planting a bluebell meadow, making bee costumes for Lawrence Weston Community Carnival to promote the farms new bee keeping project and building willow tipi's and tunnels around the farm. We also provide work experience placements for students who are interested in working with animals and the environment.

We are involved in the management of acta's On Board project and Lawrence Weston Out of School Activities. We also sit on the Neighbourhood Renewal Health Steering Group for North Bristol and the Food Networks run by the North Bristol Primary Care Trust.

The City of Bristol College also come to the farm and help to run the lunch club on a Tuesday and look after the animals. The Probation Service carry out general maintenance around the farm and we have various corporate companies complete team building tasks at the farm.

## What do you get out of being a member of Voscur?

The service that we use most is advertising vacant posts and staff have attended training organised by Voscur.

## How can people contact you?

Lawrence Weston Community Farm, Saltmarsh Drive, Bristol, BS11 0NJ. Email: **alexlwfarm@yahoo.co.uk**, tel: 0117 938 1128.

We are open every day apart from Monday from 9.30am – 4.30pm in the summer and 9.30am – 3.30pm in the winter.

# Full Cost Recovery

## Do your funding bids cover all your costs?

Full Cost Recovery or FCR is recovering all costs of a project that an organisation runs. FCR means:

- Knowing the full cost of each activity an organisation runs.
- Costing projects on an accurate, reasonable and sustainable basis.
- Securing funding for or 'recovering' all your costs including the direct costs of running the project and a reasonable portion of your overheads.
- Funding the full costs of delivery.

### What are the benefits of FCR…Why bother?

FCR will help organisations:

- Improve management of costs – budgeting.
- Improve sustainability.
- Decide on how and whether to bid for funds.
- Improve their ability to negotiate with funders.

### What happens if you don't recover all your costs?

If you don't recover all your costs for each project you may not have enough funds to carry out the work you are doing and you could create a deficit for your organisation.

Many organisations take on work at below the full cost and will have to subsidise the project or find additional appropriate funds to cover the work.

Other organisations add random percentages to budgets that are often inaccurate, and usually below the real overhead cost of delivering the project.

This is not a sustainable way of managing the cost of work and puts the organisation at risk.

"Failure to recover full costs can mean that Third Sector Organisations have to divert funding intended for service provision into paying overheads, or subsidise service provision from other sources such as donor income. Ultimately, failure to cover overheads may lead to organisations shrinking or collapsing."

National Audit Office 2005, Working with the Third Sector

### What are funders saying about it?

There are some funders who have already adopted the principles of Full Cost Recovery e.g. Big Lottery Fund and Futurebuilders. However, many funders remain reluctant to fund overhead costs

"Futurebuilders is committed to the principle of Full Cost Recovery: the voluntary and community sector needs to be properly funded if it is to deliver services effectively."

Richard Gutch, Chief Executive, Futurebuilders

In response to a recent consultation among stakeholders, the Big Lottery Fund announced that it will "adopt the principle of Full Cost Recovery by allowing all legitimate overhead costs to be recovered by voluntary and community organisations."

### So how do you go about it?

The first step to recovering all your costs is to understand and compile a budget of all your organisation's costs. Once you have done that, you need to think about how you can allocate your indirect costs, otherwise known as core costs or overheads to your specific projects or services.

Organisations often see their indirect costs as separate from the direct costs of implementing their services but that is not the case. However, your indirect costs need to be allocated to your projects in a way that makes sense. This depends on the type of project you are running.

This can get quite detailed and there are a range of templates and support documents that people use to calculate indirect costs.

## So what do we class as direct and indirect costs?

**Direct costs** are costs that are needed to produce the output of a particular activity (salaries of those working directly on the project, their travel and subsistence, materials) and other costs, which can easily be identified as part of the project.

**Indirect costs** are costs needed to support and administer projects, activities and the organisation more generally (eg the Director's salary, utilities, insurance, trustee and audit costs). These are also referred to as overhead, core, central, support or management and administration costs.

### Feedback from organisations that are adopting Full Cost Recovery

Voscur has been working on Full Cost Recovery principles since 2000 and believes that the sector will benefit from using this way of allocating costs.

"Voscur uses a simpler version of the ACEVO model of Full Cost Recovery which gives us a more realistic representation of the true cost of a project. Even small organisations can use a basic method of Full Cost Recovery and we encourage our members to do so"

Rebecca McDougall - Voscur

"Initially it took considerable time and effort …but building Full Cost Recovery into our operational processes, including a review of our current reserves policy, has allowed us to take a more robust stance with funders and clients alike by clearly demonstrating actual service costs".

Community Network

### What Voscur is doing to support FCR?

Sabrina Lee, our Funding Advice Worker, is working with Bristol City Council to enable Community Development workers to understand the benefit of Full Cost Recovery and how future grants from the council will be costed on that basis. We will also be offering training sessions to the sector so that organisations have a better understanding of how to allocate costs using specific tools within Full Cost Recovery. Look out for training in the New Year!

### Where else can you get support?

- The Association of Chief Executives of Voluntary Organisations (ACEVO) has resources, training and guidance on FCR at **www.fullcostrecovery.org.uk**
- New Philanthropy series of fact sheets and resources on FCR **www.newphilanthropycapital.org**
- National Council for Voluntary Organisations - **www.ncvo.org**

**Voscur is offering a range of funding and finance training in our Autumn Programme.**

**See pages 12-15 for more details.**

**Special discounts for Voscur members!**

# Voscur visits our members

The whole Voscur staff team recently spent part of our team building day visiting member groups to find out more about the challenges they are facing and check that our services are known and understood.

It was fantastic to get out and about as a staff team – especially for our office bound staff! We split up into teams of two, and managed to visit 17 organisations across the city in the space of one morning. Phew! We all came back together in the afternoon to share what we'd learnt.

Several of the groups had no paid workers, yet were achieving much thanks to effective organisation and great commitment. Nevertheless, it seemed clear that the groups could have done a lot more with more resources.

The groups had a clear idea about Voscur's role and services, particularly our information services. Voscur's training and networking opportunities were also appreciated, though many groups struggle to find the time to get as involved as they would like to be.

When we asked the groups about the challenges they were facing and about their aspirations and wishes, we weren't surprised that funding and longer-term sustainability was common to most. Other issues included not being able to meet all the community's needs; being more accessible; insufficient recognition from statutory bodies; and keeping on top of changing legislation.

It was great for us to see members face-to-face in their own environment and becoming more aware of the extremely valuable work that is being done.

We unanimously felt that all Voscur staff members should repeat the exercise on a periodic basis. It's a great way to keep in touch with our members and to ensure our services remain relevant and responsive to what you need.

Many thanks to the people/groups we visited:

Aashyana Housing, Avonmouth Community Centre, Babeco, Bushara Somali Women, Bwerani Project, Dove Street Action Group, East Bristol Advice Centre, Hartcliffe & Withywood Teenage Parents Project, Khalsa Sports, Arts and Education Project, Lawrence Weston Community Farm, Lockleaze Adventure Playground, Music Space, Oldbury Court Out of School Clubs, The Polish Church in St Paul's, The Rock Community Centre, St Stephens Community Work Project, Student Community Action (University of Bristol), Hartcliffe Health & Environment Action Group, the Wheels Project.

***From top left to bottom right:*** *Voscur's Wendy Stephenson takes notes as Alex Willis from Lawrence Weston Community Farm chats; Voscur's Hannah Parker and Iman Ibrahim from Bushara Somali Women's Group; Voscur's Emma Rice checks out Babeco's nappies!; Voscur's David MacKenzie enjoys his visit to Music Space; The Wheels Project; Wendy chats to Margaret Keller of Avonmouth Community Association; HHEAG's healthy eating group; Oldbury Court Out of School Club.*

# Benchmarking - share and compare

When thinking about benchmarking, it's tempting to think virtuously about how you choose not to compare yourself to others, but rather stand apart from the crowd and set your own targets. However, comparing your organisation with others, to help set your targets, is actively encouraged in the arena of Performance Improvement, and in the striving towards best practice.

**Sign up for the new web based 'bench-learning' service**

Julie Ellison, at Social Enterprise Works (formerly BACEN), is currently developing a web based bench-learning service funded by Capacity Builders. The aim of the service is to provide voluntary, community and social enterprise (vcse) organisations in the South West with an easy way to compare their performance with others. The service is being designed to provide an opportunity for organisations to annually compare their **management and governance, finance and personnel** practices and procedures.

**How will it work?**

After signing up to the service an organisation can choose to complete one or all of the questionnaires on the above issues. They will then receive a report with charts and analysis of the results from all participants plus details of their own results. Nobody else sees what you've put on your questionnaire – it's completely confidential. Participants will also get the opportunity to interrogate the information by choosing to view the results by sub-sector, location or social purpose for example. This information can then be used for future planning, funding bids, monitoring purposes etc.

Completing and submitting a questionnaire will therefore allow an organisation to see how it compares to others and also prompt thinking about the kind of data and information it is useful to collect. This process is described as "bench-learning". It is more about useful learning for participants rather than developing a league table of vcse organisations. For example: completing the management questionnaire will support vcse senior staff when reporting back to their boards of trustees; can be used within Performance Improvement processes; and can promote effective decision making and change.

Funders are increasingly issuing guidance on the necessity of having a strong evidence base for vcse sector work, maintaining an outcomes focus, embedding Performance Improvement within our service delivery. Bench-learning offers a new way to talk to them, our service users and workers about our organisations.

There will be an opportunity to test out the new web based bench-learning service before it's launched in 2008, if you are interested and would like to help shape this service, please contact Julie Ellison at Social Enterprise Works: **Julie@socialenterpriseworks.org** or tel. 0117 907 0080. **www.socialenterpriseworks.org**

For more information about C3Perform and related Performance Improvement process, please contact Subitha Baghirathan or David MacKenzie at Voscur on 0117 909 9949, or visit **www.c3partnership.org**

# Has Neighbourhood Management helped to improve Bristol's most disadvantaged communities?

Members of the Neighbourhood Renewal Residents Forum (NRRF) attended a workshop held in July to evaluate the pilot Neighbourhood Management projects that have been taking place in three areas of Bristol (Hartcliffe and Withywood, Knowle and Inner city – St Pauls / Easton and Lawrence Hill) since March 2006.

Nick Gurney, Bristol City Council's Chief Executive, chaired the workshop. Speaking at the start of the day he said that although funding is not yet confirmed the participants should assume that Neighbourhood Management (NM) funding would continue after March 2008.

Residents from each of the Neighbourhood Management areas (including Lisa Blackwood from the NRRF) spoke about what had been good about NM and things that had been learnt from the pilots. Amongst the good things were:

- NM had brought different council departments together to solve issues.
- In one area more than 60 area neighbourhood champions had helped to increase residents' satisfaction with the area.
- Residents having a say and leading on issues.
- Street reps have gone from strength to strength and had helped to make a big improvement in reducing litter and fly tipping.

Amongst the things that residents highlighted as lessons learnt were:

- There is an inherent tension between elected local community partnership reps in NM areas and the local authority – is the council prepared to recognise locally elected reps who have some local accountability?
- No matter how much education you give, some residents won't change their attitudes (litter and dog fouling were given as examples). There needs to be more backup from the council for enforcement as a final resort.
- You need to engage residents on their own patch and at their own level.
- NM needs to be supported for the long term – if there are problems you need to work to resolve them not just pull funding on the project and try something else.

Addressing the meeting Councillor Peter Hammond, Executive Member for Care and Communities. said that it was important that Neighbourhood Management had been useful and that the council would be rolling out new Neighbourhood Partnerships across all areas of Bristol by the end of 2008 as a way to strengthen local involvement in decision making.

Stephen Hewitt from Hartcliffe and Withywood Community Partnership – one of the leads for the NM pilot projects, said that NM had helped to raise the profile of the neighbourhood through, for example, Neighbourhood Local Area Agreement targets, and had sometimes made it easier to get things done at a local level. Decisions on the future of NM in Bristol will not be known until the announcement of the Governments Comprehensive Spending Review this autumn.

For more information on Neighbourhood Management visit **www.voscur.org/brispartnership/neigbourmanage**

# STOP PRESS

As we go to press the future of Neighbourhood Renewal funding is beginning to emerge. Confirmation of the continuation of at least some Neighbourhood Renewal funding after 2008 is suggested in the key messages report from the Treasury Review of sub-national economic development and regeneration. The report says that there will be a drive to 'concentrate Neighbourhood Renewal funding more closely on the most deprived areas with greater incentives for improved performance.' Look out for more details on the future of Neighbourhood Renewal funding on the Voscur website and in our next newsletter.

**What is Neighbourhood Management?**

Neighbourhood Management involves communities working with local agencies to improve services at neighbourhood level. The pilot projects are in Bristol's 3% most disadvantaged communities

**What are Neighbourhood Partnerships?**

Neighbourhood Partnerships will be new community partnerships covering geographical area of 2 or 3 council wards. The new partnerships will give local people an opportunity to help set their local priorities and influence local services.

**Weren't Local Leadership Groups going to do the work of NP?**

Yes, sort of. Local Leadership Groups was the name given to the elected councillors in the geographical area of 2 or 3 council wards. Since the elections in May the Council's new minority administration has decided that it wants to encourage more local groups and residents to be involved and so the NP will replace LLG. Elected Councillors may be one part of the Neighbourhood Partnership.

**What will happen where there is Neighbourhood Management and a Neighbourhood Partnership?**

As we go to press the Terms of Reference for the Neighbourhood Partnerships have not been finalised. One thing is clear - Neighbourhood Partnership geographical areas will be much bigger than the Neighbourhood Management areas. Neighbourhood Management would continue to concentrate on the 3% most disadvantaged communities in Bristol.

# Parks strategy

The draft Parks & Green Space strategy is available for a ten-week consultation period ending on 28th Sept 2007. Following consultation, and once approved, the strategy will underpin decision making for the next 20 years.

See **www.bristol.gov.uk/parks** for further information.

# BME Elders & LinkAge Centres

According to the 2006 Bristol Older People's forum survey the biggest problems facing older people in Bristol were (in order of priority):

- High Council Tax
- High gas, water and electric bills
- Crime and anti-social behaviour
- Pensioner poverty and low level of state pension
- Poor bus transport
- Too many means tests
- Pollution and spoiled local environment
- Not enough housing built for older people
- Difficulty getting information and advice
- Poor social care services
- Poor health services
- Poor leisure and entertainment
- Poor shopping facilities
- Poor education and training

In 20 years' time nearly one in four of the population in Bristol will be over 65 and many of those will be over 85. While the majority in their 60s will be fit and active, a lot of those in their 70s and 80s are likely to be feeling the effects of age.

To this end the Council is looking at developing LinkAge centres which have been described as Sure Start for people aged 55 upwards. They will be places people can go to meet friends and join in activities, classes and get information about services.

### Bristol Older People's Forum & Voscur

Gloria Morris is a rep for Bristol Older People's Forum (BOPF). She is also the chair of the Golden Agers Black Elders club based in Easton. One of her remits as a BOPF rep is to further develop links with Voscur, and we look forward to working with her. The Black Development Agency, Care Forum and Voscur are specifically working to support BME (Black & Minority Ethnic) elders groups in order to increase resources. Current work includes support in lobbying for a pilot LinkAge Centre dedicated to BME Elders. Talks are underway with BME Elders groups, voluntary, community & social enterprise sector infrastructure organisations and public agencies to advance the process and discuss how a LinkAge Centre might meet their needs.

BME groups such as the Golden Agers Club are already providing some of these services to their members with very limited resources and relying on the good will of elders to drive the organisation. They realise there is a desperate need for improved and targeted resources. A LinkAge Centre could provide accessible and integrated services for their members delivering health, learning, and leisure facilities all under one roof. Such provision is well overdue, as many BME Elders feel they have not reaped deserved rewards for the years of hard work and contributions they have made to the city. A targeted commitment is required to address the hidden poverty of BME elders.

**If your organisation would like to make contact with Gloria Morris to find out more, or develop links then you can contact her through the Voscur office. Phone Ruth Pitter on 0117 909 9949.**

*Golden Agers Group taking part in a creative writing workshop.*

# The Joseph Rowntree Foundation

Below is a list of recently published research from the Joseph Rowntree Foundation:
'Poverty, wealth and place in Britain, 1968 to 2005.'
**www.jrf.org.uk/knowledge/findings/housing/pdf/2077.pdf**
or the full report at: **www.jrf.org.uk/bookshop/eBooks/2019-poverty-wealth-place.pdf**

'Segregated neighbourhoods and mixed communities: A critical analysis' by Paul Cheshire.
**www.jrf.org.uk/knowledge/findings/housing/pdf/2114.pdf**
or the full report at: **www.jrf.org.uk/bookshop/eBooks/2066-segregation-mixed-communities.pdf**

'Public attitudes to economic inequality' by Michael Orton and Karen Rowlingson.
**www.jrf.org.uk/knowledge/findings/socialpolicy/pdf/2097.pdf**
or the full report at: **www.jrf.org.uk/bookshop/eBooks/2080-attitudes-economic-inequality.pdf**

# Cohesion, Integration and the Bristol Equalities Network

The latest Bristol Equalities Network meeting took place in July. Peter Hammond, chair of the Bristol Equalities group and then chair of the Bristol Partnership, gave a run down of equalities priorities and challenges for Bristol and an updated the network on plans to enhance the role of the Bristol Partnership.

Participants attended workshops on Community Cohesion, Neighbourhood Partnerships and the new look Equalities Toolkit.

At the Community Cohesion workshop an explanation was given about the change of title from 'Community Cohesion' to 'Cohesion and Integration.' Gillian Douglas, Bristol City Council Equalities Manager, reported that the City Council is committed to ensuring that all their service plans lead on community cohesion, with an aim of closing the gap. Workshop participants comments included the need to challenge assumptions about Equalities communities being homogenous, the need for awareness raising training and the benefits of partnership working.

An opportunity was given to attendees to scrutinise the City Council on their plans for rolling out the local Neighbourhood Partnerships (NP). There were some helpful Equalities issues raised, including the need to develop an Equalities policy from the onset and to identify an Equalities perspective within NP priorities.

***Mobs Timi Biu (Voscur Board), Ruth Pitter (Voscur) and Ian Quaife (Community Cohesion Manager, Bristol City Council) with Ted Cantle, who coined the phrase Community Cohesion and currently heads up the Institute of Community Cohesion.***

Those who attended the Equalities Toolkit workshop were fortunate to be showered with chocolates, but not without effort – the treats were in response to correct answers to an Equalities quiz; those who couldn't quite get all the answers correct were signposted to the Equalities Toolkit! And everyone still found room for a good hot lunch at the close.

A full report of the Network meeting can be found on the Voscur website at **www.voscur.org/networks/equalities**

Download the Equalities Toolkit at
**www.voscur.org/resources/equalities**

# Transfer Season

The recent Quirk Review highlighted that when asset transfer from local authorities to voluntary and community groups is done properly the benefits outweigh the risks.

**But what is asset transfer?** Asset transfer is where the council or other public bodies (e.g the police or the health service) give assets such as buildings to voluntary, community & social enterprise (vcse) groups, sometimes for free or for a nominal (below market) amount of money or in return for work they want the vcse sector to deliver.

Speaking at the 'How will the Quirk Review affect asset transfer in Bristol?' event in July, Councillor Peter Hammond said that asset transfer may be one way that the funding cliff facing many Neighbourhood Renewal projects (from March 2008) could be improved.

Helen Ball, Head of Policy, Performance and Equalities from Bristol City Council gave existing examples where (almost) asset transfer supported the work of the vcse sector in Bristol. Transfers highlighted included The Southville Centre, The Greenway Centre (Southmead) and the Great Western Dockyard (home to the SS Great Britain).

The examples given showed the potential through asset transfer for vcse organisations to gain independence and become self sufficient - owning and managing their own buildings. Importantly it was recognised that transferring assets in poor condition or without funding to develop the assets can also jeopardise the future of vcse organisations.

Could asset transfer be the way forward for your organisations premises needs?

**Elaine Flint - Voscur Rep to the Economy Delivery Group**
**elaine@socialenterpriseworks.org.uk**
**0117 907 0080**

**Ian Steele - Voscur Rep to the Regeneration Group**
**iansteele@southmead.org**
**0117 950 333**

***S.S. Great Britain***

Read more about the Quirk Review at **www.communities.gov.uk** and go to the 'reports and publications' section.

Also see **www.voscur.org/news/quirk**

# Bristol in 20 years time - planning ahead and deciding how we get there

In June, the Bristol Partnership meeting focussed on Bristol's future - what it holds for us and how we can get there. Partners contributed to consultation on Bristol's Development Framework, while at the same time considering the issues that may come up as part of the review of the current community strategy.

To stimulate discussion, I was one of four partners who were invited to provoke and challenge the meeting. My three provocations were:

### Consolidation

We need to allow ideas and projects to take root. Yes, of course our society is changing and it always will be - we have to recognise and accept it.

However, the mechanical nature of the public sector often forces us from one piece of work to the next without being able to embed new ways of doing things into the communities that are affected most. Allowing new ideas to bed down, is something we can never achieve if we are forever chasing targets without reflecting on the power these projects have to bring about lasting improvement. 'Serial Innovation', always looking for the next bright shiny thing, benefits no one in the long run.

### Consideration

We need to consider and accept our diverse approaches to working across the sectors. The community, voluntary & social enterprise (vcse) sector and the public sector operate in two very different ways. The public sector - with outputs and targets; its constant mediation between central government and the people; and its need to demonstrate effective and accountable use of public funds. Then there's the communities that the public sector are there to serve, who operate on an organic, generational and relational basis. Where people come together to react to particular situations and needs, and who work over a longer term than the public sector, and without central government so much on their backs.

These are two extremes, each needs to understand and try to work with the other on the other's terms: sometimes the vcse sector and the public sector lock horns, perhaps because neither fully considers the other's point of view. We need to work together more effectively if we are to manage change.

### Cohesion

Bristol is a city of extremes. Many parts of Bristol are considered an 'attractive urban environment', but at the same time, not all residents feel at home in these areas or that they have a right to be there. Bristol's positive change needs to be available and open to everyone who lives in the city. A balanced and sustainable city needs everyone to work together. This reinforces the need for greater consideration of others, understanding what makes us all tick, and the need for consolidation, so that when we discover what works, we ensure that it is at the heart of the city.

An 'outcomes paper' will be issued shortly that summarises the discussions at the meeting and I hope my provocations helped start things off. Ultimately, of course, change can only come about through vision, commitment and patience from all stakeholders.

The next partnership meeting is on 25 September 2007 and will be focusing on Neighbourhood Management. Maybe I'll see you there. In the meantime, if you'd like to talk to me about this or other issues get in touch.

**Simon Bale - Voscur Rep to the Bristol Partnership**

**simon@ccisr.org.uk**

**0117 955 7430**

# Funding Successes for Play!

Bristol's voluntary, community & social enterprise sector has recently benefited from the Big Lottery's Playful Ideas programme, which promotes innovative play provision. This, along with Bristol City Council's successful bid to the Big Lottery (£939,607 over 3 years), means that there are going to be exciting developments in play in Bristol.

## Barnardos and Amana - Somali Play Project

This successful bid was for a family and community development approach to providing play for Somali children in Bristol. The award will fund a three-year Bristol based project to provide play opportunities for Somali families. Research carried out in 2006 by Barnardo's and Amana (a local Somali community organisation), found that many Somali families in Bristol were not accessing play facilities because of social exclusion.

Barnardos and Amana will focus on families playing together and will fund play workers to develop a cycle club as well as organise family fun days and residential camps.

The project will focus on a number of play initiatives which will include:

- Supporting play within families.
- Supporting access to local play facilities already in existence but underused by the Somali community.
- Developing new play provision such as a cycle club and residential experiences.
- Working through play experiences which link children from different communities to develop community cohesion.

A Somali children's and young person's forum will be set up to advise the project. For further information contact Owen Gill at Barnardos email: **owen.gill@barnardos.org.uk**

*Somali Play Project*

## CSV Environment - Puzzle Island

Community Service Volunteers (CSV) Environment have been awarded a grant to develop opportunities for more children to enjoy playing outdoors in Bristol, North Somerset and South Gloucestershire. The Puzzle Island project will be touring green spaces with a mobile play centre, adaptable for any outdoor area, with an adventurous questing game creating exciting new opportunities to play. It will be supported by a bank of play resources, including a variety of modern and traditional technologies such as Global Positioning Systems, solar panels, Meccano, crafts and photography.

The resources will be used to create an imaginative adventure game with various challenges and problem-solving elements tailored to the interests of the children involved.

With this project CSV Environment's aim is to enable children to feel safe and confident playing outdoors so they can discover more about themselves, and explore and share experiences of the natural world and their place in it.

For more information about this project visit the website at **www.csv.org.uk**

## Childrens's Scrapstore - Play Pods

The Scrapstore Play Pod Project is a revolutionary approach to introducing 'loose parts' and free play to children. The Play Pod itself is a large container filled with scrap and loose parts*. The project is a partnership between Children's Scrapstore, Bristol City, Bath & North East Somerset & South Gloucestershire Councils and Playwork Partnerships. The children of nine primary schools will benefit from having the Play Pod in their school grounds for 12 weeks, from September 2007. The project will then be externally monitored to see how the Scrapstore Play Pod impacts on children's play.

If you are keen to see a Scrapstore Play Pod in action or want to know more about the project contact Kirsty on 0117 914 3002 or email:
**playpods@childrensscrapstore.co.uk**

* *'loose parts' are a range of materials that could include, paper, pens, tyres, balls, leaves, dressing up clothes, building blocks etc. The idea is that children can pick what they would like to play with from the 'loose parts' so they can play freely and are not directed to play in one particular way.*

***Scrapstore Play Pod***

## Play Strategy Development Group

Bristol City Council, working in partnership with the multi-agency Play Strategy Development Group, has made a successful bid to the Big Lottery Fund for £939,000. Projects to be supported by the funding will include a new state-of-the art playground, a new play bus and play van to improve mobile play services and bring play activities to neighbourhoods where children need it most. There will also be new teams of play rangers to work with children in Knowle West, Hartcliffe & Withywood, Lawrence Weston and Barton Hill. Other projects include a play inclusion team to work with disabled children and Black and Minority Ethnic groups to improve access to quality play opportunities and a play participation and involvement worker to encourage children to get involved in play – and help them influence decisions in their communities that affect their lives.

Cllr Derek Pickup, Executive Member for Children at Bristol City Council, said: "This is fantastic news for the children of Bristol and underlines how effectively the council has been working in partnership with others to deliver a high quality play strategy for the city. Giving young children access to a variety of play opportunities ensures their healthy growth and development - but it also helps them learn from an early age and that has benefits later on in life. Well-planned play provision also leads to better social inclusion in disadvantaged communities and helps revitalise run-down neighbourhoods."

# IT Help desk

Is your organisation struggling with the Web, are you poorly funded or have problems with technical language? Do you work in small communities? If yes, then Voscur's new IT Help Desk will be able to e-enable you for free. Help and support in managing email and web communication, advice and pointers on equipment and hand-holding as you become part of Bristol's growing virtual voluntary sector family, where there is growing wealth of information and opportunities.

Get in touch to get online! Contact Sean Kenny email: **seank@voscur.org** tel: 0117 933 0508

# Web accessibility

Most people today can hardly conceive of life without the internet. It provides access to news, email, shopping, and entertainment, at any hour of the day or night. Some have argued that no other single invention has been more revolutionary since Gutenberg's printing press in the 1400's. Now, at the click of a mouse, the world can be 'at your fingertips' —that is, if you can use a mouse... and see the screen... and hear the audio—in other words, if you don't have a disability of any kind.

The Disability Discrimination Act does not spell out specifically the legal obligations of web developers and site owners. If you try to find specific information about what the law requires you to do, chances are you'll come up empty handed. It's generally accepted though, that if and when a case reaches court, the guidelines of the W3C (the World Wide Web Consortium) would be used as the standard. There are several general principles that have emerged that should be adhered to, to keep to the spirit of the act, and to give your whole audience unhindered access to your site.

For instance, any images, videos, or sounds etc should have a text alternative for browsers that are not enabled for these media. It should be possible to see all links in a text only browser, so redundant text links should be added where a site uses image maps for navigation.

Web accessibility is a very large topic for just a page so check out these links for more guidance when commissioning your website -

**www.webcredible.co.uk/services/accessibility-guidelines.shtml**

**www.w3.org/WAI**

# Language Accessibility

The voluntary, community & social enterprise sector is full of handy (often inaccessible) acronyms, however, if you don't know what they mean they can drive you mad! The world of ICT (Information and Communications Technology) is no different, with the added problem that even if a term is not an acronym there still is a fair chance of not understanding what on earth it means! So, if you want to know what terms such as ADSL, firewall and Java mean then why not visit the new ICT Hub Glossary at:

**www.icthubknowledgebase.org.uk/index.php?id=glossary**

If you still can't find your answer you can always ask them to add it to the list, or contact Voscur for the personal touch. Voscur has an ICT Jargon Buster at **www.voscur.org/ict/jargonbuster**

volunteering bristol

# Volunteer with FareShare South West

Healthy eating is not rocket science, fads may come and go, but the basics always remain. Eat a balanced diet and you will feel the benefits. While knowing what to eat is one thing, getting hold of quality food can be far from easy. Four million people in the UK cannot access decent food - four million people whose health is disadvantaged because of food poverty.

This is where one of Volunteering Bristol's newest members, FareShare South West, steps in.

Every year the food industry sends 17 million tons to landfill, an estimated quarter of which is still good quality and could be used to make tasty, nutritious meals. For the past 13 years, FareShare nationally has redistributed 2000 tons of food a year to disadvantaged people. Organisations use the £5 million a year they save from their food budgets, to pay for other services such as housing advice, drug and alcohol rehabilitation or medical services.

FareShare South West will be opening its own depot in Bristol during August, aiming to redistribute 20 tons of food a month. Around 60-80 volunteers will be regularly needed to help with everything from working in the warehouse to administration, but in particular regular drivers.

A practical and interesting area in which to volunteer is delivery. You will get the chance to go into hostels, knowing that within half an hour the food you brought will be used to make a good meal. That personal contact and knowing you are making such a positive impact, so directly, is a remarkable feeling.

If you are interested in becoming a business partner, or would like to receive FareShare South West's newsletter contact Suzie Webster on **suzie.webster@fareshare.org.uk**

If you would like to volunteer at FareShare South West's depot contact Volunteering Bristol on **info@bristolvolunteers.org.uk** or phone 0117 989 7733.

# Refugee Support

Time Together refugee mentoring service will be holding a drop in session for refugees at Eagle House, Job Centre Plus on Thursday 13 September from 2pm. The session will introduce refugees to the scheme and provide an opportunity to register with Time Together. Time Together aims to assist the integration of refugees into the community and mentors can give practical help and advice on jobs, education and orientation.

# Get Involved – in volunteering

As part of the Capacity Builders' funded programme that promotes volunteering in local communities, Volunteering Bristol is organising two Volunteer Information and Recruitment Fairs in September.

The first is at Easton Community Centre on Tuesday 18 September and the second is at the Southville Centre on Wednesday 26 September. Both days run from 11am - 4 pm.

Voluntary organisations representing a good cross-section of activities in the area will give information about their volunteer vacancies from administrative work to practical activities, driving or befriending. So anyone and everyone can get involved in their communities – through volunteering. See our enclosed leaflet.

Advertisement

# 2007-08 Training Programme

All courses run from 9.30am - 4.30pm at accessible venues in Bristol

**Managing Teams**

| | |
|---|---|
| 8th Nov | Monitoring & evaluation |
| 27th & 28th Nov | Supervision skills |
| 29th & 30th Nov | Bullying in the workplace |
| 6th & 7th Dec | Managing organisational change * £235 + VAT |
| 10th & 11th Dec | How do I manage? – Management essentials * £235 + VAT |
| 24th Jan 2008 | Appraisals |
| Sept 2008 | Project management (3 day course) |

**People skills**

| | |
|---|---|
| 20th Sept | Effective communication |
| 2nd Oct | Working with diversity |
| 5th & 12th Oct | Groupwork skills |
| 8th Oct | Difficult & aggressive behaviour |
| 16th & 17th Oct | Motivational interviewing |
| 6th & 7th Nov | Brief solution focussed therapy |
| 16th Jan 2008 | Service user involvement |

**Training & presentation**

| | |
|---|---|
| 26th & 27th Sept | Training for trainers |
| 15th Oct | Trainers' toolkit |
| 1st Nov | Presentation & public speaking skills |

**Specialist knowledge and skills**

| | |
|---|---|
| 9th & 10th Oct | Young people - mental health & emotional support needs |
| 13th Nov | Mental health awareness |
| 4th & 5th Dec | Dual diagnosis |
| 1st & 2nd April 2008 | Key working & support planning |

**We also run a specialist drug & alcohol training programme**

**One Day Courses £110 + VAT**
**Two Day Courses £195 + VAT**

*Fees include training pack, home-cooked lunch and refreshments*
*Full course outlines on request*

For further details and booking forms, please contact Steve Graham at:

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Easton Business Centre BRISTOL BS5 0HE. Tel/Fax 0117 941 5859
**admin@trainingexchange.org.uk www.trainingexchange.org.uk**