

Hartcliffe & Withywood Ventures Local Employment Success

Jobs Fair



CTION

Welcome 26th, 27th + 28th Oct



Also in this issue:

Overview of Voscur's Equalities Work

Are we now the 'Third Sector'?

Voscur's New Chair & Vice Chair

What will replace Neighbourhood Renewal?

New Voscur Spring 2008 Training Programme

Community Events in 2008

Voscur's Funding Advice Service

Give in your old computer, get a refurbished one back!

Refreshing
Bristol's
Local Area
Agreement
Pullout inside

DID YOU KNOW...

VOSCUR RUNS IN-HOUSE TRAINING SESSIONS INDIVIDUALLY TAILORED FOR YOUR ORGANISATION?

We can run in-house sessions in:

- Roles and Responsibilities of Trustees
- Governance
- Recruiting Trustees
- Outcomes - Monitoring/Making a difference
- Fundraising
- Full Cost Recovery
- Time Management
- Equalities and Diversity Issues
- Child Protection
- Involving Service Users
- Managing your Volunteers
- IT Skills
- Skills Audits and Training Needs Analysis
- Action Learning Sets

“I thought the Equalities training was extremely appropriate for our organisation and that it was delivered in an effective, thoughtful and imaginative way”.

Sally Gapper, North Bristol Advice Centre

Benefits of in-house training

- You can get all your staff trained at once for a smaller fee.
- You can have the course tailored to your specific needs.
- You can choose when and where the course will be.

How does it work?

If you are interested in any of the areas mentioned, then please call Sophie Bayley on **0117 909 9949** or email sophieb@voscur.org

“We found the training very useful and it met our requirements fully. The trainer was able to make the subject relevant to our entire staff team, from front line workers to senior managers and technical staff”.

Michaela Fudge-Quinlen, Self Help Housing

Why not advertise in Voscur's Newsletter?

Special discounts for members!

Deadlines for March 2008 newsletter:

4 February 2008 for ads

22 February 2008 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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Farewell and Thank you to Clare Hall...

All of us in the sector owe a great deal to our Boards who give their time and take responsibility for the governance of our organisations. A member led organisation such as Voscur is only as good as the Board members who are in the driving seat, so we want to thank Voscur's Board members for all of their hard work this year. We particularly want to say a big thank you to Clare Hall who stepped down as Voscur's Chair at our Annual General Meeting in October. Clare has been a committed and active chair - line managing and supporting the Chief Executive; ensuring Board meetings are focused and effective; and contributing to the Personnel sub-committee. Clare's commitment to the environment and her championing of Equalities and Diversity issues are reflected in the way that she has led the organisation. The gift of Clare's time has made a real difference to Voscur and we are very pleased that she will be continuing with some chairing duties to help ease the burden for the incoming chair, who we are very pleased to welcome.



...and Welcome to Voscur's New Chair – Ian Steele



Having initially studied in Cheltenham, Ian moved to the Bristol area in 1996 to take up a position within Bristol City Council Leisure Services Department before moving on to become Leisure Development Manager with Bath & North East Somerset Council. In 2005, Ian returned to Bristol to take up the position of Chief Executive with Southmead Development Trust where he is responsible for the management of the community based social enterprise charity across four business divisions (Community Development, Small Managed Workspace, Training and Leisure).

Prior to taking the role with Southmead, Ian spent the previous five years working in London managing a sports and physical activity partnership that comprised fifty main partner organisations (including the thirty-three local authorities within the greater London region).

Ian is the Voscur representative to the Bristol Partnership Regeneration Group (previously called Regeneration Delivery Group), a role that he has fulfilled since 2005. In 2006, Ian joined the Voscur Board of Directors and was elected to the position of Chair in November 2007.

Welcome to Voscur's New Vice Chair – Tara Mistry

Tara has lived in the Brislington East area of Bristol for 25 years. She moved there as a qualified social worker - initially working in the Criminal Justice System and later moved to Bristol University in the School of Policy Studies as a lecturer for 10 years.

Over the next decade she moved into research, consultancy and training both nationally and locally with public sector and not-for-profit organisations. In addition she has made a huge commitment to Health, firstly on the Board of the Avon Health Authority and then on the Primary Care Group/Trusts. Tara was the Chair of Bristol South and West Primary Care Trust and is currently Vice Chair of

Bristol Primary Care Trust, which was formed in October 2006. Since 2002 she has led the Bristol Race Equality Health Partnership (BREHP) involving the NHS partners, Race Equality organisations, Bristol City Council and other community and voluntary groups and bodies representing the minority ethnic population of Bristol.

Tara has played a strategic role at board level and as a trustee of the National Cancer Alliance – a charity led by a patient and clinician partnership to influence policy and practice. At a more local level, she is one of the founder members of the 'User Involvement Group' on the Avon, Somerset and Wiltshire Cancer Services, as well as serving at

community level as a committee member of the Brislington Neighbourhood Centre and School Governor at the local Primary School.



Improving our Equalities & Diversity Policy – can you help?

Voscur is committed to encouraging and promoting good Equalities Practice, and supporting Equalities Communities in Bristol. It is vital that we have an effective Equalities and Diversity Policy that covers all aspects of our operations and service provision. Over the last year we have revised and improved our policy.

We wish to consult further on the policy, giving all Voscur stakeholders the opportunity to influence this process. We would like all our members, funders, supporters and people who use our services to be involved in this consultation, as Equalities and Diversity are core to the values of our organisation.

The draft Voscur Equality and Diversity Policy can be downloaded at www.voscur.org/consultations or by contacting Polly Stewart at the Voscur office on 0117 909 9949. Any comments about the policy should be sent via

email to polly@voscur.org or posted to Polly Stewart, Voscur, CREATE Centre, Smeaton Road, Bristol BS1 6XN, or phone Nigel or Ruth on 0117 909 9949. **Please send your feedback by 31 January 2008.**

On the **Voscur Equalities webpage** you will find good practice documents and information to assist you in your work. This includes the Bristol Equalities Toolkit that Voscur has developed in partnership with Bristol City Council's Regeneration Department and a selection of Voscur Equalities Training documents. Go to www.voscur.org/equalities

**See page 24 & 25 for a review of
Voscur's Equalities work**

Who are we?

Are we now the Third Sector?

The use of language to describe 'our' sector has got a bit tricky, largely as a result of confusion about how to differentiate between social enterprise and the voluntary and community sector. The term which Government has opted for – **'the third sector'** – fudges this issue and is being used as a new 'brand.'

To add to the confusion, Government persists in identifying the social enterprise sector as a special case, by, for example, publishing a Social Enterprise Action Plan and requiring Capacitybuilders to explicitly include support for social enterprise in its updated business plan (see page 20 for more info on Capacitybuilders).

This also gets tricky when you look at some of the new policy and guidance. One example, from the Social Enterprise Action Plan, says that Government departments will work together "to promote ways in which mainstream regeneration funding can be used to develop sustainable social enterprise solutions".

That is fine, as long as the broadest definition of social enterprise is applied and older, smaller, and more traditional voluntary and community organisations are not overlooked.

There seems to be no acknowledgement that much social enterprise starts at grass roots level as voluntary activity.

The voluntary, community and social enterprise sector

In Bristol, some of us have opted to use the term 'voluntary, community and social enterprise sector' and reject the label 'third sector'. This is because the term 'third sector' is not 'owned' by the sector. Many groups don't know what it means and if we're the third, then who are the first and the second? It doesn't make sense.

What do these labels mean?

At Voscur's AGM in October 2007, some people wanted to know the meaning of the different labels that we use in the sector.

We think that:

A voluntary organisation is an organisation that is governed by a volunteer board (that is, the organisation's governing body does not get paid by the organisation for governing that organisation). So, the governing body could be made up of individuals who are paid by other organisations, but they have joined a governing body as volunteers.

A community organisation is an organisation that has come together within a community as a response to a community need – that could be a community of interest (so a women’s group, for example) or a community of place (a neighbourhood group). Its governing body will be made up of people from the community it serves.

Common elements of the above organisations are that they exist for a social purpose - for example, to improve the environment or improve the lives of local people. They do not distribute profits to shareholders and it is likely that they will all have active volunteers to support their work.

Social enterprise is an activity that can be undertaken by either of the above types of organisation. Social enterprise happens when an organisation trades in some way (or generates an income from some of its activity). That could be renting a room to a user group, or it could be from contracting with the local authority to deliver waste collection services, for example.

Some co-operatives fall outside of the definition of social enterprise, because they share profits amongst the members of the co-operative.

Another view is that social enterprise is not an activity, but it is a type of organisation. Another definition would be social enterprises are organisations, which trade in goods or services, and link that trade to a social mission.

You can see that when looking at different types of organisation that to lump them all together as ‘third sector’ doesn’t really make sense.

The term third sector masks the fact that we are not really a sector at all, but a group of very diverse and different organisations.

Why does it matter?

It matters because voluntary and community activity needs to be supported. It improves the lives of individuals and strengthens communities; it bridges the gaps between different communities of interest; it unites people in common causes; it reaches the people that the public and private sector don’t reach.

It matters because we must acknowledge that social enterprise is not the answer to the voluntary and community sector’s funding needs. Some groups will be able to

generate some income from trading, but some will not. We must keep fighting for flexible funding programmes that are responsive to need.

Who are we?

Most of us in the sector are here because we’ve come together as a response to a local need. A need that hasn’t been noticed by anyone else yet; won’t be met by the private sector, because it’s not profitable (yet); won’t be met by the public sector because it’s not popular with the electorate, or hasn’t been prioritised as a target for government intervention.

What do you think?

Let us know and we’ll publish your views in our next newsletter.

Give one in! Get one Back!

In hundreds of offices across Bristol there are unused computers stored in cupboards, under desktops, used as doorstops (!), waiting for the day that someone thinks of something to do with them. There are many more machines in use that need maintenance and frustrate workers with their slowness, freezing and various problems, waiting for the day that funding is available to replace them with new, better machines. This is not just a voluntary sector problem, it's a world-wide environmental problem.

An Unmet Need

Voscur has been funded to by the ICT Hub Unmet Needs Fund to pilot a potential solution to the growing problem of computer waste in the sector, by **offering subsidies to cover the cost of disposal of equipment and for their replacement** with more cost-effective, environmentally friendly machines.

By working with partners Byteback Computer Recycling and Bristol Wireless, Voscur can halve the cost of using their already very cheap computer disposal and recycling services.

Give one in!

Safely dispose of your old computer equipment with Byteback through Voscur's new scheme and you will save money – half the normal cost!

All machines are data wiped to Data Protection standards under licensed conditions. You can download a copy of Byteback's full range of charges on the Voscur website at www.voscur.org/giveonein. Byteback do charge a collection cost, but you can get round this by bringing the equipment to them yourself.

Get One Back!

Once you have disposed of your old computer equipment through Byteback, you can then go on to replace your old computer with a refurbished one from Bristol Wireless.

Hand your Byteback receipt to Bristol Wireless and they will give you one of their refurbished PCs for £30 (normal cost is £50). Many of these computers have come from recycled stock, but are of high quality and have a three month warranty and the possibility of free support from Bristol Wireless's special help channel. If you're a Voscur member you can also get support and advice from the Voscur ICT helpdesk.

Don't wait any longer - clear your office, do your bit for the environment and save money. Recycle your old computer equipment for half price with Byteback and then go on to claim a refurbished PC from Bristol Wireless for only £30!

For more information on this fantastic new scheme for voluntary, community & social enterprise groups in Bristol and the region, contact:

Andy at Byteback on 0117 370 6456
Sean at Voscur on 0117 909 9949

Voscur –
www.voscur.org/giveonein
Byteback Recycling –
www.byteback.org.uk
Bristol Wireless -
www.bristolwireless.net

Social Source South West

Voscur are helping to organise the ICT Hub event 'Social Source South West' in Bristol on 5 February 2008, to be hosted by Bristol Wireless at the St Werburghs Community Centre. The event will promote the benefits of using Free & Open Source software (FOSS). The day will include speakers from the National ICT Hub and Bristol City Council and workshops and demonstrations on free software solutions.

Attendance is free, but registration is necessary. We're eager to make the event as relevant as possible to attendees, by tailoring the day to a non-technical audience keen to make savings on software licensing and administration and ongoing support.

Why use FOSS?

Free and Open Source Software is a different model of software development, one that the non-profit sector is just beginning to embrace. It has generally been the hobby of technical volunteers in the past, but as the software has matured, private sector companies and international Governments have adopted FOSS, bringing it corporate respectability.

One key advantage for the voluntary sector of the open source model over the proprietary model (eg Microsoft Office), is that there are no limits on copying it and no licensing worries. Many large and medium-sized not-for-profit organisations, such as Greenpeace and Amnesty International, depend on FOSS. Some of the largest web services companies, such as Google and Yahoo, completely rely on FOSS for their infrastructure.

A lot of recent FOSS development has been aimed at low power consumption, making it a more environmentally attractive proposition. Much of it is designed to run on older hardware efficiently, getting new life out of old machines.

What FOSS should I use?

The three biggest FOSS projects are the Linux operating system, the Open Office Suite and the Apache Web server. Linux is already considered superior to Microsoft Windows by most independent technical reviewers, in terms of security, stability, virus protection, adaptability and cost. The Open Office suite has been built on open standards that make it completely compatible with other suites, including Microsoft Office. The cost savings have convinced Bristol City Council (BCC) to start using FOSS. BCC may soon link the funding of IT to the use of Open Source solutions.

Who should come to Social Source South West?

If you're responsible for the IT within your office, either in a technical or managerial role, then we hope you will attend the event to learn about the growing alternatives to the commercial software upgrade treadmill. If you're a treasurer or finance worker, come and hear about the cost savings to be made.

There will be opportunities to talk to organisations already using FOSS; take away samples of free software; meet with individuals and companies supporting FOSS; and even take away a Bristol Wireless computer!

BOOK NOW at

www.survey.bris.ac.uk/voscur/sssw

Contact Sean Kenny at Voscur for more information on 0117 909 9949 or email: seank@voscur.org



Community Highlights for 2008

Below is a taster of what's coming up in 2008. Thank you to everyone who sent us their events. And don't forget, you can add your community events to Voscur's online Community Diary anytime.

Go to www.voscur.org/about/using-website to find out how to add your Community Events to the Voscur website.

January

Launch of the Neighbourhood Partnership for Kingsweston & Avonmouth. Weds 9 January, 6.30-8.30pm, at Shirehampton Public Hall, Station Road, Shirehampton, Bristol. Contact Sam Parker, Community Engagement Team, tel: 0117 903 9768.

BEST, BTCV & Groundforce Community Workdays. Various dates in Jan, starting on Sat 12 January. Contact Claire on 0117 916 6421 or Nicola on 0781 0506 738.

Launch of Housing Solutions Board for New Deal for Communities Area. On 24 January, 3-6pm at the Urban Park, Barton Hill, Bristol. Contact Stacy Yelland, Community at Heart, 0117 903 9879

Holocaust Memorial Day. On 27 January. www.hmd.org.uk

February

Lesbian, Gay, Bisexual & Transgender History Month. More details at www.lgbthistorymonth.org.uk

Beyond Appearances. Art exhibition at the CREATE Centre, Smeaton Rd, Bristol, 3 – 14 February. Contact Studio Upstairs for more details, 0117 930 0314.

Challenge Age Stereotypes. The Tenant Participation Unit are organising an interactive event to break down barriers between different generations on 4 February, 10.30am - 12.30pm, at the City Museum, Queens Road, Bristol. Contact Roger Allen, 0117 903 9859.

Launch of Horfield and Lockleaze Neighbourhood Partnership. On 7 February 2008, 6 - 8:30pm at The Ebenezer Church, 286 Filton Avenue, Bristol, BS7 OBA. Contact Mohamed Ismail, 0117 903 9755.

Fruit Trees For Southmead & Lawrence Weston. At Arnside Shops, Southmead, and Ridingleaze Shops, Lawrence Weston on 16 February (10am-3pm) residents can buy a fruit tree costing £6-8. Contact Grounds4Change on 0117 969 3815.

What's Out there for Schools in Bristol North 1 Area? Community Conference on 7 February 2008, venue to be confirmed. If you would like to set up a display to advertise your service, contact Asma Ahmad, 07795 446229.

March

Rebuilding The Bridge - Together. A Muslim community conference for everyone on 3 March at the Council House, College Green, Bristol. Contact Raquib Khandker (Bristol City Council) 0117 922 4059.

International Women's Day. On 8 March. www.internationalwomensday.com

May

Deaf Awareness Week. Starts 5 May. www.deafcouncil.org.uk

Southbank Bristol Arts Trail. On 10 to 11 May. More info at www.sbaweb.co.uk

June

Volunteers Week. 1-7 June. www.volunteersweek.org.uk

Refugee Week. 16-22 June. www.bristolrefugeeweek.co.uk

July

Southmead Community Festival. Saturday 12 July. Contact Ian Thornley on 0117 969 5672 for more details.

September

Soil Association Organic Food Festival. On 6 & 7 September. Held around Lloyds Amphitheatre, Bristol. More info at www.soilassociation.org

October

Black History Month. More details at www.black-history-month.co.uk

West Bristol Arts Trail. On 17-19 October. For more info, or to participate as an artist, contact Anna at HCCA, email: admin@hotwellscliftonwood.org.uk tel: 0117 929 1883.

November

National Tree Week. 26 Nov – 7 Dec. www.treecouncil.org.uk

December

World Aids Day. 1 December. www.worldaidsday.org

International Day for Disabled Persons. 3 December.

Human Rights Day 10 December.

How skilled is our sector?

The UK Workforce Hub has produced a new survey highlighting **skills gaps and skills shortages in paid employees** (not volunteers) within the voluntary sector in England called 'The UK Voluntary Sector Skills Survey 2007'.

The main issues highlighted in the survey are:

- Organisations are struggling to recruit staff especially in youth work, social and health care.
- Part of the difficulty in recruiting is due to skills shortages.
- Three out of ten organisations report under-skilled staff in the organisation, particularly with specialist skills such as fundraising and marketing.
- Having under-skilled staff means an increase in the workload of other employees.
- Employers are concerned about future skills shortages and gaps. Almost half of employers recognised that there will be skills gaps in the next few years in specialist areas such as fundraising, strategic use of IT and legal knowledge.
- Although organisations acknowledge the importance of training, half of employers recognised that there was a lack of time or funding to access relevant courses.

The top ten skills gaps highlighted in the survey overall in small, medium and large organisations are:

1. Strategic use of IT and basic computer literacy/IT.
2. Legal knowledge.
3. Fundraising.
4. Strategic planning and forward thinking.
5. Health and safety.
6. Marketing.
7. Communication.
8. Leadership.
9. Monitoring and evaluation.
10. Finance.

So what is Voscur doing about this?

Voscur has long recognised that organisations don't always have the time or money to spend on long training sessions.

We offer mainly one-day courses at low cost or free to our members.

Where we can, we offer evening sessions and seminars so that those who are working full time can attend outside their working hours.

We also offer **bursary places** to those who cannot afford to pay, including free sessions for those living in Neighbourhood Renewal areas of Bristol.

You'll notice from the top 10 skills gaps, Voscur offers sessions in all but teamwork and communication. **We assess our members' training needs annually** and offer courses based on those needs.

Look out for our new training programme (see pages 12-14) where we are running sessions on legal documents, developing a marketing strategy, finance and fundraising and more.

UK Workforce Hub's report helps to support research we have carried out and will help shape future training and learning sessions.

If you want to read the survey in detail, go to the UK Workforce Hub at www.ukworkforcehub.org.uk

Find out about Voscur training go to www.voscur.org/training and check out page 2 for information on the bespoke, in-house training we can offer your organisation.

Spring Learning with Voscur

New for 2008 is the Prohelp Legal Series, which starts with a session on legal documents. With vcse sector organisations needing to become more competitive, we have 'Developing a Marketing Strategy' to help you identify and reach your target market. And slotting in nicely alongside this, is the new 'Monitoring and Evaluation' session.

To book onto the training go to www.voscur.org/training and fill in the online booking form. Or 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

Developing a Fundraising Strategy

Wednesday 9 January (9.30am - 3.30pm)
The Withywood Centre, Queens Road, Bristol, BS13 8QA.
Trainer: Vicky Harrison - Independent Consultant
Full Members £50 / Associate Members £70 /
Non-members £125

Learn how to prioritise, plan and manage your fundraising more strategically. This one-day training will help you to develop a simple Fundraising Strategy to help you to channel your fundraising energy in the most effective way. The course will help you to:

- Learn about the link between the fundraising strategy and your business plan.
- Develop ideas about what to include in a fundraising policy.
- Learn to set priorities for funding using a framework.
- Learn how to chart and manage a number of funding streams.
- Look at funding streams and income generation methods most appropriate for your group.

Governance - is your organisation well-run? – New! FREE!

Thursday 17 January 2008 (9.30am - 1.00pm followed by lunch)
Barton Hill Settlement, Ducie Road, Bristol, BS5 0AX.
Facilitated by: The Governance Hub

A free half-day event for voluntary, community and social enterprise sector organisations on the role of governance. The event is an opportunity to discuss:

- How you run your organisation.
- Your thoughts on the Code of Good Governance.
- Your governance needs in terms of training and support from Voscur.

Voscur - ProHelp Legal Series Legal Documents – Why have a Constitution? - New! FREE!

Thursday 24 January (6.00 - 7.30pm)
Beachcroft LLP, Victoria Street, Bristol, BS1 6NP.
Facilitator: Tony Cherry, Beachcroft LLP
(Free – priority will be given to Voscur full members)

Many organisations struggle with legal documents. This seminar will give you the opportunity to ask all your questions and possibly gain further support from ProHelp. It will cover:

- Why legal documents are useful and why we need them.
- What they should and shouldn't contain and how to change them.
- What the headings mean in practice - how to bring the document alive.

Making a Winning Application to the Big Lottery Fund

Friday 25 January (9.30 am - 4.00pm)
Children's Scrapstore, The Proving House, St Werburghs, Bristol, BS2 9LB.
Trainer: Sabrina Lee - Voscur
Full Members £50 / Associate Members £70 /
Non-members £125

This one-day session will give you up-to-date information on Big Lottery Fund (BLF) programmes and equip you with skills to make a winning application to the Big Lottery's demand-led programmes. Covering:

- Updates on Big Lottery demand-led programmes.
- Project design, using an outcomes approach.
- Practice applications.
- Improving general funding application skills.

Roles and Responsibilities of Trustees 1 - evening course!

Tuesday 29 January (6.30pm - 9.30pm)
Beacon Centre, City Academy Bristol, Russell Town Avenue, Bristol, BS5 9LB.

Trainer: Sophie Bayley - Voscur

Full Members £30 / Associate Members £50 /

Non-members £75

Book Roles and Responsibilities 1 & 2 together and only pay £50!

This course will give anyone who has the role of 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. This session covers:

- General Roles and Responsibilities.
- What the roles mean in practice.
- Good practice.
- Case studies with common pitfalls.

Financial Management 1

Thursday 31 January (9.30am - 3.30pm)
The Withywood Centre, Queens Road, Bristol, BS13 8QA.

Trainer: Steph Batterbury - Bristol Community Accountancy Project.

Full Members £50 / Associate Members £75 /

Non-members £125

Book Financial Management 1 & 2 together and only pay £90!

This course is for staff or management committee members who have financial responsibilities in the organisation. Among other things it will cover:

- What is financial management?
- Legal responsibilities.
- Book keeping and systems needed.
- Full Cost Recovery.
- Budgets and Cashflow.

Roles and Responsibilities of Trustees 2 - evening course!

Tuesday 5 February (6.30pm - 9.30pm)
Beacon Centre, City Academy Bristol, Russell Town Avenue, Bristol, BS5 9LB.

Trainer: Sophie Bayley - Voscur

Full Members £30 / Associate Members £50 /

Non-members £75

Book Roles and Responsibilities 1 & 2 together and only pay £50!

This session complements the part 1 course and looks in greater detail at how Trustees can be more effective in their role. The course includes:

- Issues around the management and governance split .
- How to hold effective meetings.
- How to make the most of trustees' talents.

Monitoring and Evaluation - new!

Tuesday 6 February (9.30am - 3.30pm)
Fonthill Centre, Stanton Road, Southmead, Bristol, BS10 5SJ.

Trainer: Sabrina Lee - Voscur

Full Members £50 / Associate Members £70 /

Non-members £125

All organisations and projects need good Monitoring and Evaluation systems to ensure they are carrying out their work effectively and meeting set objectives. This interactive session will help you to:

- Understand what monitoring and evaluation is and why it is important.
- Learn how to track the progress of your projects, gather evidence and improve your projects.
- Develop your own monitoring and evaluation plan, including designing appropriate indicators and monitoring and evaluation tools.

Voscur's full Spring Training Programme flyer is enclosed in this newsletter.

You can also view the full Spring Training Programme at
www.voscur.org/training

Managing your Volunteers Effectively

Wednesday 13 February (9.30am - 3.30pm)
Windmill Hill City farm, Philip Street, Windmill Hill,
Bristol, BS3 4EA.

Trainers: Nigel Newton Sawyerr & Sophie Bayley -
Voscur

Full Members £50 / Associate Members £70 /
Non-members £125

If you are tasked with managing and recruiting
volunteers and you need some guidance and
support, this session is designed to help you. It will
provide you with useful ideas, tools and discussions
to help you be more effective in your role. Among
other things it will cover:

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

Financial Management 2

Thursday 14 February (9.30am - 3.30pm)
The Withywood Centre, Queens Road, Bristol, BS13
8QA.

Trainer: Steph Batterbury - Bristol Community
Accountancy Project

Full Members £50 / Associate Members £75 /
Non-members £125

Book Financial Management 1 & 2 together and only
pay £90!

This course complements Financial Management 1
and will develop your understanding of financial
management. Among other things it will cover:

- Financial controls that you should consider
adopting.
- Financial accountability, policies and procedures.
- Record keeping & reporting.
- Checklist on financial controls.

Outcomes – Do you make a difference?

Thursdays 28 February & 20 March (10am - 4 pm)
Barton Hill Settlement, Ducie Road, Bristol, BS5 0AX.

Trainer: Nigel Newton Sawyerr - Voscur

Full Members £80 / Associate Members £110 /
Non-members £250

How much do you know about the effects of your
organisation's work? Would you like to know more
about Outcomes? Are funders asking you about
Outcomes monitoring? If so, these 2 training days are
for you. Ideally two people from your organisation
should attend this course, focusing on:

- How to assess your organisation's effectiveness.
- What works in your organisation.
- Tools to help you improve your services.
- Working towards increased morale for staff and
users.
- How to demonstrate to funders that you are making
a difference.

Developing a Marketing Strategy - new!

Tuesday 4 March (9.30am - 3.30pm)

St Werburghs Community Centre, Horley Road,
Bristol, BS2 9TJ.

Trainer: Vicky Harrison - Independent Consultant

Full Members £50 / Associate Members £70 /
Non-members £125

Marketing your organisation is tough especially if you
don't have a marketing strategy. This will help you
develop one. Among other things it will cover:

- The range of audiences - market segmentation and
targeting.
- Basic market research and the importance of style
and branding.
- How to tailor messages for the different audiences.
- Examine different types of strategy - competitive,
collaborative etc.
- How to create a marketing mix.
- How to put it all together into a marketing plan.

A day in the life of...

Do you want to get a better understanding of what an elected Councillor does? Do you want to see how the council works and where you can influence it? If so, **why not take part in a Councillor Shadowing Scheme?**

“Strong local Councillors, representing their communities, are at the heart of our democracy”
(Local Government White Paper 2006).

As part of the 2006 Pilot Neighbourhood Renewal Learning Plan (NRLP), we ran a Shadowing scheme - one resident from Lawrence Weston said:

“ I really enjoyed the shadowing day – it was excellent. I found out about a lot of things that I didn't know were going on. It was really useful. I have been doing work on Neighbourhood Renewal and in the community for years but I still learnt a lot. I would recommend it to anyone”

We're running another Councillor shadowing scheme, between January and March 2008, giving people living and working in Neighbourhood Renewal areas the opportunity to shadow a Councillor for a day.

Why should you take part?

This is a fantastic opportunity for you to gain a greater understanding of how the Council works. You will be able to share your ideas about the

needs of your community with the Councillor.

What other ways could you benefit?

- Find out what happens in the Council and how to become a Councillor.
- Observe how problems are resolved.
- Understand more about the current issues in Bristol facing Councillors.
- Find out how best to work with Councillors to improve your area.

If you are interested in taking part in this scheme, please contact Hannah Parker at Voscur 0117 909 9949, email: hannah@voscur.org



from top to bottom: NRLP visit to the new @Symes Building, NRLP visit to Giflach Goch in Wales, NRLP visit to Easton Community Partnership

Neighbourhood Renewal Learning Plan “invaluable”

The Neighbourhood Renewal Learning Plan (NRLP) is here to help anyone living and working in Neighbourhood Renewal areas to develop the skills and knowledge they need to improve their areas.

What's happened so far?

Since we started in March 2007, we've run 21 learning opportunities as part of the summer and winter programmes. There has been a real variety, from public speaking skills to visits to Portishead Police station.

Some of your thoughts

“This whole series of courses has been excellent, and I look forward to more in 2008”

Alex Milne, volunteer, Barton Hill

“I have found these courses invaluable in my work – Thank you Voscur - keep up the good work”

Karen Jordan, worker, St Pauls

What next?

See the **enclosed insert for our Spring 2008 programme**, which includes a Councillor shadowing scheme; Police visits; Opportunities for Young People; a Personal Development pilot in St Pauls; new Worker induction pack and information on bursaries for other training sessions.

The NRLP is currently funded until March 2008... but we will keep you informed of future developments.

Hartcliffe & Withywood Ventures

Hartcliffe & Withywood Ventures have recently played a key role in the Symes Avenue re-development in Hartcliffe. Amongst other things, they worked with new employers in the area, Morrisons, to ensure that jobs were made available to as many local people as possible.

We caught up with Brian McNally to find out more about Hartcliffe & Withywood Ventures.

Hartcliffe and Withywood Ventures (HWV) was founded in 1985 by people from the local community, to tackle the growing unemployment among the residents in Hartcliffe and Withywood.

It's 20 years since Hartcliffe & Withywood Ventures opened for business in the Hartcliffe Community House in an office the size of a broom cupboard.

Twenty years on HWV is based in The Gatehouse Centre, an asset that it owns and manages. The organisation employs over one hundred people and has an annual turnover in excess of

£2 million. HWV has grown substantially but is still there 'to increase the choices and opportunities available to local people so that they have a better standard of living and a higher quality of life'.

The Gatehouse Centre has provided a base for a number of other organisations in the voluntary and statutory sector and small private businesses. Facilities on offer include a purpose built nursery, training centre, conference & meeting rooms, retail and industrial units and a community café.

HWV continues to offer support to

local people to find employment and training opportunities with full day-care available on site. Young people can access a number of programmes designed to maximise their skills and abilities. Parents of disabled children are supported to access an inclusive education for their child and local groups are supported with advice and information. We also offer some services at The Park in Knowle West and at the Lamp in Hartcliffe.

As part of our Economic Development activity we coordinate the southern 'cluster' of the city-wide Integrated Employment and Enterprise Initiative.



HWV staff and volunteers at the Imperial Park Jobs Fair



The Bank of England presents a cheque to Maureen Scott, Nursery manager, and children at the Gatehouse Nursery.

How was HWV involved in the recent Symes Ave redevelopment ?

Our involvement goes back many years as a member of the local steering group.

Most recently we worked closely with Morrisons for 9 months before opening to ensure that the new jobs were available to as many local people as possible. This involved housing Morrisons key staff for 6 months prior to the store opening, organising open days – with almost 900 people attending. Almost 100 of these people benefited from a pre-employment course which 66 completed, with the incentive of a guaranteed interview.

All of this was made possible by the Employment Access Fund.

What effect do you think the Symes Ave redevelopment will have on the local area and people?

The Symes Ave redevelopment has already lifted the area by increasing the facilities available - as well as the new library, community building, post office and retail units there are more local jobs and simply more choice available to residents.

What else would you like to see happening in Hartcliffe and Withywood?

We hope to see achievement and aspiration of our young people continue to rise and to continue to work with the adults to increase skills levels and earning power.

The area will benefit from the completion of Imperial Park and the new developments on Hengrove Park.

We really are optimistic about these and look forward to working with partners particularly on the South Bristol Hospital and leisure developments, which will widen the range of jobs available as well as providing local facilities. We believe that the model we have developed for partnership working will stand us in good stead.

Finally to return to education, skills and training where the landscape will be entirely changed by the arrival of the Merchants' Academy and the Hartcliffe Community Campus development.

What challenges are you facing as an organisation?

As with many in the sector we constantly have to manage the implications of short term funding for different projects at different times. The end of URBAN II will have a significant impact across South Bristol. There remains uncertainty around the future of Neighbourhood Renewal (NR) funding and what might replace it.

It is becoming increasingly difficult for locally based training and skills providers to access mainstream funding - a required outcome of NR, as increasingly tenders are let to 'prime providers' who can operate over wide areas.

Do you belong to any partnerships, and what do those partnerships do?

HWV is an active participant in local and city-wide partnerships and supports potential and existing community initiatives and enterprises.

These include Hartcliffe and Withywood Community Partnership; Regeneration Delivery Group; South Bristol Church & Community Group; and South Bristol Employment & Enterprise Group.

What benefits do you get from being a member of Voscur?

The newsletters and ebulletins are a useful source of information.

How can people contact you?

Hartcliffe & Withywood Ventures, The Gatehouse Centre, Hareclive Rd, Bristol, BS13 9JN. Tel: 0117 978 1708 www.hartwood.org.uk



Peter Hain MP meeting a student at HWV's Gatehouse Centre



Peter Hain MP meeting local residents who have just started at work at Morrisons

How many Ps are there in Marketing?

Marketing in the vcse sector can be part of a process of identifying, anticipating and satisfying your clients/users' needs. Marketing is not just about producing promotional material to advertise your services. Marketing is an essential way to keep your organisation focused on whether there is a need for the services you're providing.

To do this you need to be thinking about the right 'marketing mix' – offering the right product (or service), in the right place, at the right price with the right promotion (that's four Ps already!).

The checklist below will help ensure that marketing concepts are woven into your organisation's strategy and everyday work, rather than being seen as a separate add-on.

Understanding what your users need

The first step is to ask yourself questions like:

- Who is our target market?
- What do they need?
- Is there a gap between the needs and services available?
- What are other organisations providing?

You may already have some of this information. If not, you could look for other sources such as sector-wide reports, or carry out your own research through a user-survey or focus group (download the Voscur Information Sheet – 'Getting Customer/Client Feedback' at www.voscur.org/resources).

The First Four Ps

You can use the following checklist to either assess how your current product/services meet users' needs or to design a new product or service.

Product

'Product' is a generic term covering physical goods, services and ideas. Offering the right physical good involves

thinking about all its attributes including its features, quality, design, services, support and guarantees.

Users can't usually see, hear or touch a service before they experience it, so an emphasis on benefits and the reputation of an organisation become particularly important.

'Idea products' include campaigns, pressure groups and fundraising. Fundraising can be seen as an exchange between the charity and the donor – the donor pays for the warm feeling they get from knowing that they have contributed to a good cause.

Campaigning organisations are usually trying to achieve a change in the law or practice. The problem is that the people with the power to make the change are often not the main beneficiaries of that change. The challenge is to emphasise the benefits for the person or institution you want to make the change.

Price

Consider:

- The cost to you of providing the service or product, including distribution and promotion.
- What others are charging.
- What your users or funders can afford or would expect to pay.

Think about the total cost to your users. For example, your training courses may be 'free' but there is still a cost to the participants including time away from their desks or home, and transport costs.

Place

How can you distribute your products or services so that your target market has easy access? If your product is a publication, do people buy it directly from you or from a distribution house? Can they do this online, by phone or in person? If you offer a service, is the location suitable? Are your ideas reaching your target audience when they are in the best environment to receive them?

Promotion

Promotion is about informing potential users about products or services and persuading them to buy, fund or use them. The right promotion ensures that as much of your target market as possible hears about your products and that you communicate the messages that matter to them.

There are many ways to reach your target market, including advertising, direct mail, personal selling, websites, emails, special offers, events and the media.

How about another three Ps?!

If your organisation delivers services or ideas, you could also think about:

People

Users' experiences of your services will be profoundly affected by the way staff behave, including their levels of competence, politeness, respect and discretion. This is particularly the case where relationships are intense and ongoing, such as in a shelter for homeless people.

Physical evidence

Your users may look for tangible items in order to evaluate essentially intangible services. So think carefully about your service environment, including buildings and rooms, furniture, layout, noise levels and catering.

Processes

Make sure the policies and procedures surrounding your services are user-friendly. How easy is it for people to apply for your service? Are there procedures in place for users to feed back and influence service delivery?

Further Information

National Council for Voluntary Organisations Marketing Network -

Tel: 020 75202447,

email: claire.mcdowell@ncvo-vol.org.uk

Directory of Social Change -

One day training courses and publications on marketing.

Tel: 08450 777707. www.dsc.org.uk

Media Trust -

Advice, training and resources on communication.

Tel: 020 78747600. www.mediatruster.org

Chartered Institute of Marketing -

Visit the 'information hub' for information including case studies and 10 minute guides.

Tel: 01628 427500. www.cim.co.uk

This article was adapted from 'Marketing, a mission to satisfy users' by Julie Pottinger in 'Achieve More' (issue 7) the Performance Hub magazine.

Voscur Training - Developing a Marketing Strategy

Tuesday 4 March 2008 (9.30am - 3.30pm)
St Werburghs Community Centre, Horley Road,
Bristol, BS2 9TJ.
Full Members £50 / Associate Members £70 /
Non-members £125

Marketing your organisation is tough, especially if you don't have a marketing strategy. This training session will help you develop one.

It will cover:

- Basic market research and the importance of style and branding.
- How to tailor messages for the different audiences.
- How to create a marketing mix.
- How to put it all together into a marketing plan.

For more information and to book go to www.voscur.org/training or phone Denise Martin at Voscur on 0117 909 9949.

CapacityBuilders and Voscur's Funding Advice Service

In 2002 the HM Treasury published a Cross Cutting Review, which recognised the importance of building the capacity of voluntary, community and social enterprise (vcse) sector organisations to deliver public services.

In response, the Home Office published ChangeUp, a programme of capacity building and infrastructure support for the vcse sector. In 2006, Capacitybuilders was formed to take over the management of the ChangeUp programme. Capacitybuilders provides funding and support to a wide range of services that help organisations become more effective including information, advice and training, covering areas such as governance, ICT, performance and volunteering.

Voscur's Funding Advice service is one of the support Services that Capacitybuilders has supported as a means to improve the quality and effectiveness of support for vcse organisations. The Funding Advice Service has been running since May 2007 and has delivered a range of support to the vcse sector throughout Bristol.

We have **developed and tested a Funding health assessment tool and skills audit** to help groups to identify their strengths and weaknesses in fundraising - examining strategy, policy,

leadership, and funding practice, as well as analysing individual training needs. This is accompanied by a **range of funding advice fact sheets and resources, all available on Voscur's website.**

We have **provided more than 60 individual funding advice surgeries to groups**, offering support with developing funding applications, looking at funding needs and identifying suitable funders using the FunderFinder database and Voscur's extensive library of funding directories and guides.

"Voscur is a lifeline for the voluntary sector, the help and advice given at Fundraising training workshops and in person has been invaluable"
Clare Brinsden, Rainbow Programme

We have developed a number of **Fundraising training courses**, based on identified skills development needs. Training courses in the New Year will include Strategic Fundraising; further Big Lottery training (back by popular demand!); Monitoring and Evaluation; and Full Cost Recovery.

Working in partnership with Bristol City Council (BCC) Community Development grants team, Voscur provided three training days to support groups applying to the BCC Voluntary and Community Investment

Budget 2008/9.

We have also **conducted a two-day consultation between Bristol City Council and the vcse sector** to develop a consistent and user-friendly approach to **Full Cost Recovery** for use in Council funding applications.

"I wanted to thank you again for the (Proposal Development) workshop this week - it inspired me to look again at some issues I'd been avoiding (e.g. developing a proper strategy) and gave a very useful model for proposal structure, which I hope we'll also use as a checklist when completing forms"

Kate Woodhouse, Volunteer, Trinity Community Arts

In **December 2007, Voscur held a Funders' Fair** in collaboration with the Black Development Agency (BDA). This event gave groups the opportunity to hear updates on grant funding from major national and local donors and discuss their specific application enquiries.

Voscur's Funding Advice Service is also supported by Bristol City Council and the Safer Stronger Communities Fund.

News from Quartet Community Foundation

Vulnerable older people in the West of England could now be better off thanks to a new fund at Quartet Community Foundation. Established with a generous donation of £50,000 by the Medlock family, the Fund for Older People offers grants of up to £2,500 to small organisations improving the lives and health of older people in the area.

“At this time of year, when many vulnerable older members of the community can suffer loneliness and isolation, it’s wonderful to be able to announce a new fund specifically aiming to improve their health and wellbeing,” said Quartet’s Director Helen Moss.

Grants can be accessed through our Express Programme at www.quartetcf.org.uk/apply or by calling 0117 989 7700. You can donate to the Fund for Older People here: www.quartetcf.org.uk/donate

Please note the Local Network Fund and the Global Grants Fund are now closed. We are working towards finding replacements for these funds and will keep everyone up to date with what is happening. Other funds are still available from the Express programme, the Bank of Ireland Fund and a number of others for specific geographical areas. Please check out the website for availability.

Alice Meason, Quartet Community Foundation



Dates for your diary

- **Developing a Fundraising Strategy**
Wednesday 9 January (9.30am - 3.30pm)
The Withywood Centre, Queens Road, Bristol.
- **Making a Winning Application to the Big Lottery Fund** Friday 25 January (9.30am - 4.00pm)
Children's Scrapstore, The Proving House, St Werburghs, Bristol.
- **Monitoring and Evaluation - new!**
Wednesday 6 February (9.30am - 3.30pm)
Fonthill Centre, Stanton Road, Southmead, Bristol.

More details on the above training sessions on pages 12, 13 & 14.

Book onto a FunderFinder Session. One hour FunderFinder sessions are run every Friday morning by Voscur's Funding Advisor, Sabrina Lee. The session will take you through how to use the database programme and offer specific funding advice for your organisation. Call 0117 909 9949 to make an appointment.

Taking the Neighbourhood Renewal legacy forward

The Delivery groups of the Bristol Partnership, managers, local steering groups and some residents from each of the Neighbourhood Renewal areas have been taking part in a prioritisation process to decide which Neighbourhood Renewal funded initiatives should continue if further funding is available.

Concern has been expressed within the voluntary, community & social enterprise sector that the prioritisation process was begun too late, leaving many funded projects in the dark about their future. Concerns have also been raised that the criteria used in the prioritisation process have not been clear and transparent.

Voscur is discussing these concerns with Bristol City Council.

Farewell Neighbourhood Renewal – but no Working Neighbourhoods

Voscur members in Bristol have reacted with anger and shock at the news that Bristol will not receive any money from the successor to NR - the Working Neighbourhood Fund (WNF) which starts in April 2008. Members have asked the Bristol Partnership to lobby the Government to review the decision.

The WNF distribution is based on new Indices of Multiple Deprivation (IMD) published in December 2007. Despite the figures revealing Bristol has more (super output) areas in the UK's 10% most deprived areas, and that

deprivation has got worse in some areas since the last IMD figures (compiled 2004) Bristol still won't qualify for the WNF.

With no new funding many sector initiatives addressing deprivation in Bristol face closure or a much reduced capacity. The Voscur Assembly on Wednesday 23 January 2008 will be looking at what can be done to reduce the impact of the funding cliff. Visit www.voscur.org/networks/assemblies for full details.

Local Area Agreements take centre stage

The end of regeneration funding such as Neighbourhood Renewal and the pooling of a number of previously 'ring fenced' funding streams from 2008, means that the Local Area Agreement (LAA) will become the focus for deciding which areas of work local authorities and their partners should concentrate their funding on.

In addition to the allocation of funds, the LAA is about identifying and concentrating efforts on what are the most important issues to be addressed in Bristol. If you think something is really important then you should make the case for why it should be included in the LAA by coming to one of the workshops being organised by Voscur, the Black Development Agency and the Care Forum. A list of dates and venues are on page 23.

Make Quirk Work

At a time of enormous change in the funding and investment regimes for the voluntary, community & social enterprise (vcse) sector, the search for sustainability is crucial. For many communities this has meant the acquisition of an asset - a building, some land (often from a public body) from which they can generate an income stream to underwrite their activities. The reality, unfortunately, is often very different. Many of the 'assets' offered to the vcse sector are really liabilities.

The **Quirk Review 'Making Assets Work'** and the Government's response to it set out the benefits of community management and ownership of public assets but recognised the risks both to the public owner and to the community organisation wanting to take over ownership. Quirk noted that there is plenty of experience to draw on from assets that are in community management and this is certainly true in Bristol.

Although Bristol has transferred assets (both successfully and not) to community organisations over many years, this has not been based on a consistent policy, rather as a series of one-off decisions.

We can learn many useful lessons from both the successful and unsuccessful examples of transfers in Bristol over the last 20 or more years. Across the UK there

are thousands of case studies, including, as well as buildings, the transfer of parks and other amenities to community control via trusts of different kinds.

Interestingly, one of the key Quirk findings was the need for political will to work in partnership to manage and minimise risks. **We eagerly await the Council's promised Bristol Asset Transfer Policy.** What's the timetable on that? Meanwhile, land and empty Council owned buildings are disappearing for commercial development, mostly for dense blocks of flats. We are concerned that opportunities for the sector may be limited if we have long to wait for a policy to emerge.

There's always the PROD! An existing bit of legislation, the **Public Request to Order Disposal** can be used by any member of the public to request the Secretary of State to direct a local authority, and some other public bodies, to dispose of a building or piece of land in its ownership that is underused. So, keep watchful and engage with local Councillors and Neighbourhood Partnerships at an early stage if you want to acquire an asset.

Finally, make sure you understand the risks so that you really do end up with an asset, not a liability. Initial advice is available from Social Enterprise Works, tel: 0117 907 0080 or from the Ethical Property Foundation, tel: 0117 916 6455.

Elaine Flint (Social Enterprise Works) and Ben Barker.

| When | Theme | Where |
|---------------------------------------|--------------------------------------|---|
| Tuesday 15 January 1.30 – 4pm | Children and Young People | Southville Centre, Beaufrey Road, Southville, Bristol |
| Thursday 17 January 10am – 12.30pm | Economy and Enterprise | The Gatehouse Centre, Hareclive Road, Hartcliffe, Bristol |
| Wednesday 23 January, 6pm – 8.30pm | Safer, Stronger Communities | The Council House, College Green, Bristol |
| Thursday 24 January 1.30 – 4pm | Equalities Communities | Black Development Agency, Russell Town Avenue, Bristol |
| Monday 28 January 1.30 – 4pm | Healthy Communities and Older People | The Vassall Centre, Gill Avenue, Fishponds, Bristol |

To book a place at any of the LAA workshops visit www.voscur.org/brispartnership/laa or call Voscur on 0117 909 9949.

'Simple guide to the process for refreshing the Bristol LAA' is inserted free with this issue or available at www.voscur.org/brispartnership/laa

“No-one else is doing

Several years ago, Voscur activists organised two conferences in inner city Bristol. One of the outcomes of those conferences was specifically funded Equalities and Information work in Voscur, supported by the Big Lottery's Community Fund.

But what do we mean when we talk about Equalities work?

‘Equalities work’ is often invisible and goes unrecognised. A quick summary of our activities looks like this:

- Voscur has launched and manage the Bristol Equalities network, now supported by the Bristol Partnership.
- Voscur's Equalities newsletter and website pages feature news, updates and resources.
- Voscur supports representatives from Equalities Communities of Interest to bring an informed perspective to the Bristol Partnership's Equalities Action group.
- Voscur provides one-to-one support to groups.
- We develop and deliver Equalities training.
- We promote and publicise the work of Equalities groups.
- We help to bring an Equalities perspective to public bodies such as the Police and the Primary Care Trust.

Equalities Communities of Interest are:

Older People • Children & Young People • Black & Minority Ethnic Communities • Women
Disabled People • Lesbian, Gay & Bisexual People • Transgender People • Faith Communities

We carried out an evaluation of our Equalities work this year and this is what some of our partners told us:

“Voscur has always been really good at communicating with us. Ruth champions us. She also helps us link with the statutory sector. I go to her regularly. She is a good central point of contact for anything to do with the voluntary sector. She has so much knowledge and expertise”

Support Against Racist Incidents (SARI)

“As a result of a meeting that Voscur organised there is now funding available specifically for the Lesbian, Gay and Bisexual sector from Neighbourhood Renewal. Voscur had a direct impact on that money being available Our community can be very hard to reach so it is important that we can identify and address their needs within Neighbourhood Renewal areas.”

Bristol Lesbian, Gay and Bisexual Forum

“Voscur increases awareness of equalities in the statutory sector. This raises the importance of the issues and highlights how relevant they are for day to day work”

West of England Centre for Inclusive Living (WECIL)

“Ruth is always there to give a voice for women and to say not to forget how this will affect women”

Bristol Women's Forum

“Ruth supported our Black Members' day and our information days. I send her information to say what we are doing and she asks if we want her to come and how we want Voscur to support us”

Bristol and District People First

anything like it”

“I have worked particularly with one employee of Voscur (Ruth Pitter) whose input was invaluable on the draft Hate Crime Strategy I was leading on. Safer Bristol now has a balanced and meaningful Hate Crime strategy, which I feel was due to Ruth’s perspective and contribution during the process.”

Safer Bristol Partnership

“Voscur’s contribution to the updating of the Bristol Partnership Equalities Toolkit was essential collaborative work. This resulted in a more comprehensive toolkit than one produced just by the local authority”

Policy Officer, Bristol City Council Regeneration

“Voscur had a big input when we had the equalities strategy group. We directly benefited from Ruth’s advice...and her presence in being a voice for other organisations – that is really important for public health.

No-one else is doing anything like it. The fact that it is an independent voice is very important.”

Associate Director of Public Health

Voscur activists were ahead of their time

The Government now recognises the need for dedicated neighbourhoods’ work and has introduced the Equalities and Human Rights Commission (bringing together the Commission for Racial Equality, the Disability Rights Commission and Equal Opportunities Commission).

We strongly value working with specialist and distinct Equalities groups who work with different communities – for example the Black Development Agency, Young Bristol, Refugee Action.

Our evaluation told us that our members and public sector partners certainly value our ability to bring an independent Equalities perspective and to help us all think about inclusion in everything we do.

Contact Ruth Pitter, Voscur’s Equalities Development Manager, email: ruth@voscur.org or tel: 0117 909 9949.

To read the evaluation, go to www.voscur.org/equalities

Useful Contacts

- Bristol City Council, Neighbourhood Renewal Equalities Worker, Tel: 0117 922 4059
- Community at Heart Tackling Racism Team, Barton Hill, Tel: 0117 304 1434.
- Hartcliffe and Withywood Community Partnership, Race Equality Worker, Tel: 0117 903 8044.
- Bristol City Council’s Community Development Unit can give advice on equality issues. Tel: 0117 903 6415.
- Bristol City Council’s Equalities Unit, Tel: 0117 922 2829.
- Black Development Agency, Tel: 0117 939 6645.
- Bristol Lesbian, Gay & Bisexual Forum, Tel: 0117 922 0741.
- West of England Centre for Inclusive Living (WECIL), Tel: 0117 903 8900.
- Age Concern Bristol, Tel: 0117 929 7537.
- Young Bristol, Tel: 0117 953 7921.
- Faithnet Southwest, Tel: 0117 304 2298.

News from the Voscur Rep to the Bristol Partnership



Since my election as chair I have been valiantly (optimistically?) trying to get to meet the entire board of the Bristol Partnership (BP) in order to gather their various attitudes and perceptions of how the partnership functions, how it could continue to improve and how they see their role as a member adding to the whole. So far I've managed about two-thirds of the people - it's been a busy few months, but ultimately a valuable experience.

As the first non-public sector chair, I am conscious that my election marks a departure from the past. At a time when Bristol is going through a number of critical developments in funding and planning, it's an exciting time to become chair. My recent conversations have raised many issues about how the BP works, but at no time have I had to question people's recognition of the ultimate value of having a Local Strategic Partnership. The next few months will be critical for everyone in Bristol as various pieces of strategy and funding are resolved. I will keep you posted.

Influencing the LAA

With a much tighter focus on what goes into the new Local Area Agreement (LAA), finalising the targets is going to be a hard negotiating process but it is essential that the importance to Bristol of a strong and thriving voluntary, community and social enterprise sector is reflected in the final LAA. I hope that as many people as possible from the sector will attend the LAA workshops being held throughout January (details on page 23). If you can't make the workshops but have comments, please get in touch with me or any of your Voscur reps.

Simon Bale is Voscur rep to the Bristol Partnership and also chairs the Partnership.

Email: simon@ccisr.org.uk,

Tel: 0117 955 7430.

News from the Voscur Rep to the Regeneration Group

Communities Secretary Hazel Blears, and Work and Pensions Secretary Peter Hain have announced a new drive to turn around long term unemployment in the most disadvantaged communities. The Government says that the new £1.5bn Working Neighbourhoods Fund (to replace Neighbourhood Renewal) is the first-ever dedicated fund for local councils and community organisations to use to address worklessness.

Although nationwide unemployment rates have fallen in recent years, the Government wants to be more ambitious in tackling worklessness. Around one quarter (913,000) of all the people on benefits are concentrated in the most deprived places in England. These are the very places that need regenerating the most but unless aspirations and employment rates are raised, change will not happen.

Under the new plans, local areas that successfully turn around long term unemployment will receive new financial rewards. The Working Neighbourhoods Fund will include at least a £50m package of incentives and rewards for councils that boost employment levels. These rewards could be used to fund community facilities or local projects. The Government says that the "something for something" approach will drive councils and communities to really get to grips with worklessness and will reward those that do a good job.

Ian Steele is Voscur rep to the Housing Strategy Group.

Email: iansteele@southmead.org,
tel: 0117 907 3350.



News from the Voscur Rep to the Bristol Cultural Development Partnership (BCDP)

Culture Clash?

Bristol Cultural Development Partnership is under pressure to fit in with the European Union 'regionalisation' agenda and become part of a regional body for the South West losing its focus on Bristol. Voscur rep to the BCDP Tony Gosling is worried that pressure is being applied from the Business West Partners for a regional approach to cultural development, leaving other partners from the voluntary, community & social enterprise sector feeling left out. Business West, while providing a third of BCDPs funding alongside the City Council and the Arts Council, have been line managing the BCDP office for several years now, undermining the idea of a partnership of equals.

Darwin 2009

Some thought Brunel 200 wasn't brilliant and that Abolition 200 was half-hearted. The next significant commemoration in 2009 is the 200th anniversary of the famous naturalist and author of 'The Origin of the Species', but concern is already growing in some quarters that the plans for Darwin 2009 in Bristol (a world renowned centre for wildlife media)

are pushing a specific pro-evolution agenda at a time where more and more credence is being given to ideas of 'intelligent design'. Faith groups take note.

Finally I'll be pushing for next year's 'festival of ideas' to be more grassroots and controversial, so please let me know who you'd like to see by phoning me and I'll see what I can do to get them on our final list of invitees.

Tony Gosling is Voscur rep to the Bristol Cultural Development Partnership, Email: tony@tlio.org.uk,
tel: 0117 373 0346, mobile: 07786 952037.



Bristol's Children and Young People should be seen and heard

“It’s time to open up our towns and cities for all and make them more playful. Children should be seen and heard”

Demos Think Tank

Many factors in today’s society have meant that our streets and public spaces are no longer the informal place to play that they once were. Being able to play freely near their home is important for children’s enjoyment, health and development.

The biggest barrier to Children and Young People playing outside in their local community is traffic. Parents may also have a perceived risk of ‘stranger danger’ though the reality of this risk has changed little over the years.

A recent report by The Children’s Society shows that anxiety about children playing out unsupervised means that adults are denying today’s children the freedom to spend time with friends that they once enjoyed themselves. When asked the best age for children to be allowed out with friends unsupervised most respondents (43%) said aged 14 or over, despite the fact that most of them had been allowed out without an adult at the much younger age of 10 or under.

(see www.childrensociety.org.uk)



Seen and Heard: Reclaiming the public realm with Children and Young People

‘Think Tank’ Demos found in a recent study commissioned by Play England, that public spaces are actively antisocial to children and built around the convenience of the car and the shopping trip. Proposals from the study include:

- Appoint youth planners to ‘youth proof’ development proposals and audit public places to identify areas in need of investment.
- Introduce an anti-social behaviour hotline so that young people can report adults who are threatening their right to be outside and in public spaces.
- Open up areas dominated by the car by introducing 20mph speed limits across residential streets.
- Create iconic play spaces at high profile locations to challenge expectations of where play can take place.
- Use intermediaries, such as youth workers and teachers, to solve conflicts between young people and adults.
- Arrange job swaps between architects, police, landscape designers and town centre managers so they understand how their work affects young people.



Young and heard

You can read more about the project and download the report from
www.demos.co.uk/publications/seenandheardreport

What can we do locally?

Bristol's Play Strategy Development group (which is comprised of members from Youth and Play Services, Bristol's Parks and Green Spaces, the voluntary play sector and Voscur) meets regularly and has focused on the issue of outdoor play in the city.

There has been **an amount of dedicated money set aside specifically for outdoor children's play** and proposals are being considered through the Play Strategy Development Group. Bristol has a play policy, 'Making Play Matter' and a play strategy, 'Playing for real' and there are real links to the Parks and Green Spaces draft strategy.

The lottery award to Bristol put emphasis on the 'three frees' (free of charge, free to come and go and free to choose) and these criteria are fundamental to decisions made by the development group.

Proposals for outdoor children's play currently under discussion include a quick response mobile play resource; a play/park watch project; play bins/mini play pods which would act as a free neighbourhood play resource; undertaking research, training and making links to Bristol wide events to look at how money is spent on children's play.

Money from the lottery means that Bristol can develop its inclusion work for play in the city and widen the reach of the **Play Rangers**, whose aim is to facilitate children's outside play in the areas of Hartcliffe, Lawrence Weston, Knowle West and Barton Hill.



Bristol Playbus has a new truck called 'Out of Bounds' - aimed at older children and targeting Neighbourhood Renewal areas.

Those **people who may be able to influence decisions** about children being seen and heard in Bristol include the Bristol Play champion, Rosalie Walker, rosalie.walker@bristol.gov.uk and Bristol's Youth Select Committee, which is meeting monthly with Cllr Helen Holland.

To see Bristol's play strategy 'Playing for Real' and Bristol's play policy, 'Making Play Matter' go to www.bristol.gov.uk and go to the Play pages.

To see Bristol's Parks and Green Spaces draft Strategy go www.bristol.gov.uk and go to the Parks & Open Spaces pages.

And Finally - Charter For Children's Play

Play England has also reviewed and updated The Charter for Children's Play. The charter sets out a vision for play and acts as a catalyst for individuals and organisations to examine, review and improve their planning, services and activities in the light of Children and Young People's needs for play and informal recreation. It outlines eight statements or principles that describe a vision of play. The Charter for Children's Play can be downloaded at www.playengland.org.uk/play/charter-childrens-play-preview.pdf

You bring your compass, we'll provide the map

The C3 partnership officially came to an end in December 2007, but has left behind a range of tools, resources and knowledge to continue to inspire and support voluntary, community and social enterprise (vcse) sector organisations in their Performance Improvement (PI) journeys.

The **C3Perform Toolkit** is one of these resources and is brimming with:

- Good practice case studies from local organisations that have been through the C3 approach to Performance Improvement.
- Tips for people promoting Performance Improvement within their organisations.
- Performance Improvement action plans.
- All the C3Perform tools.

The Toolkit is an essential guide to tackle the question of "Are we there yet?" in the journey to being more competitive, confident and credible. Contact Voscur to get your hands on a copy.

Check out the C3 website

The website is another resource made available by the C3 Partnership. You will find sections on the history of the C3 Partnership and some of its key achievements, case studies, tips and activities that tie in with the C3Perform Toolkit. www.c3partnership.org

The learning does not stop there!

The C3 Partners themselves have gained a lot of knowledge from this

project and, despite the end of funding, are definitely not going to lose the momentum of encouraging and supporting PI in the vcse sector. Other services available from C3 Partners include:

- **Training for vcse organisations** - Voscur's 'Improve your Organisation' training covers the concepts of PI and gives participants the opportunity to begin considering areas that may need improvement in their organisations
- **Training for Advisers** - a one day training course for anyone working with vcse organisations, this draws upon the rich source of knowledge and experience of the C3 PI Advisers. Contact Nigel Newton Sawyerr at Voscur, 0117 909 9949.
- **Co-operative Development Agency** will continue to guide co-operatives through C3Perform and offer C3 Co-operative Pre/New Start Perform to new start and pre-start co-operatives. www.avoncda.coop
- **Social Enterprise Works** runs 'Knowledge' sessions, covering

topics such as customers' needs and performance appraisal. They will also continue to include a PI approach within their business support and advice services.

www.socialenterpriseworks.org

- **Black Development Agency's** training programme includes 'Recruitment and Selection' and 'Setting up a human resources system'. www.blackdeva.org.uk
- **Voscur** runs a continuous learning programme for vcse organisations, tailored training and facilitation, in addition to offering advice and guidance in areas such as fundraising, ICT and equalities. See pages 12 -14 of this newsletter, or go to www.voscur.org/training for more details.
- **Social Enterprise Link Regional Service** will offer further support programmes for social enterprises from April 2008. This covers the counties of the South West of England region. www.socialenterpriseworks.org/services



Knowle Safe get some Performance Improvement advice



WECIL's Diana Morgan, Rachel Williams-Locke, Trevor Smith and Jane Carr going through the C3Perform toolkit

Bristol Food Hub

Bristol Food Hub is a new social enterprise working to improve the health and wellbeing of both people and planet by promoting healthy, sustainable, affordable food. By providing support to community projects, schools, businesses and the public sector, Bristol Food Hub is bridging the gap between food policy and grassroots communities and empowering people to transform their communities through their relationships with food. Our activities include workshops; visits to an organic farm; training community workers to deliver effective food related activities; and consultancy work. We are currently providing:



- In-house training to support Café Midnimo, a new community café in St. Pauls, providing healthy, tasty, affordable food.
- Talks and workshops in schools for the Soil Association's Food for Life project.
- 'Food and Mood' workshops for Rethink's clients.
- An education focused local food strategy for Ragmans Lane Farm, in Gloucestershire.

For more information or to find out how Bristol Food Hub could support your community project, contact Claire Milne at bristolfoodhub@googlemail.com or on 07824 878 904.

Totterdown Residents Environmental and Social Association



Totterdown Residents Environmental and Social Association (TRESA) works for positive social and environmental aims in Totterdown. So far, we have achieved this through simple, material improvements ranging from planting in public spaces, litter clearing and holding an annual front garden festival, to long-term campaigns to stop rat-running and improve road safety.

As a constituted group, TRESA enables local residents with ideas and vision to apply for funding not available to individuals. For example, we have won an Awards for All grant which includes holding creative-writing workshops for young people, whilst our project to improve play facilities in a local park has been shortlisted for The People's Millions. Our free community newsletter, the Talk of Totterdown, provides affordable advertising to self-employed people and sponsorship opportunities to local businesses, as well as keeping people informed.

We have taken part in the Totterdown Art Trail, local street parties, and are supporting TRESA members to set up social activities. www.tresa.org.uk



Fashioning an Ethical Industry

Fashioning an Ethical Industry (FEI) is a fashion-education project of Labour Behind the Label, which is a campaign that supports garment workers' efforts worldwide to improve their working conditions. Poor working conditions, low pay, long hours and abuse of human rights are a day-to-day experience for garment workers across the globe.

Fashioning an Ethical Industry works with tutors and students on fashion-related courses to give an overview of how the fashion industry can positively and negatively impact on the working conditions in garment manufacture and to inspire students to raise standards for workers in the fashion industry of the future. The ultimate aim of the project is to embed ethical issues into the curriculum of all fashion courses across the UK.

Email: info@fashioninganethicalindustry.org, tel: 0117 944 1700.
www.fashioninganethicalindustry.org

Labour behind the Label is the UK platform of the international Clean Clothes Campaign.
www.cleanclothes.org

2008 Training Programme

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

Managing Teams

| | |
|----------------------------------|---|
| 24th Jan | Appraisals |
| 30th Apr & 1st May | Supervision skills |
| 13th & 14th May | How do I manage? – Management essentials * £235 + VAT |
| 9th July | Monitoring & evaluation |
| 24th & 25th Sept and 15th Oct | Project management (3 day course, £280 +VAT) |

People skills

| | |
|-----------------|----------------------------------|
| 16th Jan | Service user involvement |
| 6th & 7th Feb | Motivational interviewing |
| 13th & 14th Feb | Brief solution focused therapy |
| 17th March | Difficult & aggressive behaviour |
| 1st & 2nd April | Key working & support planning |
| 8th May | Effective communication |
| June (TBC) | Working with diversity |
| 3rd & 4th July | Groupwork skills |

Training & presentation

| | |
|-----------------|---------------------------------------|
| 5th & 6th March | Training for trainers |
| 27th March | Presentation & public speaking skills |
| 24th June | Trainers' toolkit |

Specialist knowledge and skills

| | |
|------------------|--|
| 23rd Jan | Introduction to drugs work |
| 26th Feb | Introduction to personality disorders |
| 23rd April | Women & drugs |
| 19th May | Mental health awareness |
| 20th & 21st May | Dual diagnosis |
| 18th & 19th June | Young people - mental health & emotional support needs |

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



Please keep a copy of this form for your records.

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

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