Annual review
2012 – 2013
A huge “Thank you” to our members: Artivists, Ackee Tree, Action for ME, Age UK Bristol, Arnos Vale Cemetery Trust, Art + Power, Artists First, Arts & Health South West, St Pauls Unlimited Community Partnership, Ashton Gate Out of School Care, Avon (University Settlement) Community Association, Co-operative & Community Finance, Avon and Bristol Law Centre, Avon Counselling and Psychotherapy Service, Avon Riding Centre for the Disabled, Avonmouth Sea Cadets, Awaz Utaoah, Bangladesh Association, Barton Hill Settlement, Bristol City Council, Sustainable City Group, Ben Barker, Benedict Mackenzie, Big Issue Foundation, Billie Olver, Bridge Foundation for Psychotherapy & the Arts, The Brilsington Community Partnership, Brislington Neighbourhood Centre, Bristol Mediaion, Bristol and Avon Chinese Women’s Group, Bristol & District Tranquilliser Project, Social Enterprise Works, Penny Brohn Cancer Care, WE Care & Repair, Bristol Child Contact Centre Ltd, Bristol Citizens Advice Bureau, Bristol Festival Community Group, Bristol Community Housing Foundation, Bristol Community Transport, Bristol Debt Advice Centre, Bristol Dial-A-Ride, Bristol Disability Equality Forum, Bristol Drugs Project, Bristol Family Mediation, Bristol Indian Association, Bristol Interlats, LGBT Bristol, Bristol Life Group, Marriage Care, Bristol MIND, MusicSpace, Bristol Muslim Cultural Society, Bristol Older People’s Forum, Pakistan Forum Bristol & South Gloucestershire, PWO Learning Centre, Bristol Samartans, Bristol Shopmobility, Bristol Oscar, Bristol Sikh Temple, Bristol Sudanese Association, Bristol West Indian Parents & Friends Association, Bristol Youth Theatre Studio, British Red Cross, Business in the Community, Calling the Shots, Caring at Christmas, CCS Adoption, Centre for Deaf People, Centre for Sustainable Energy, Changes Bristol, CHAS (Bristol) Housing Advice Service, Cherry D, Centre Community, City Academy Bristol, A Clean Sweep, Clifton Gateway Club, Cold Weather Group, Crisis Centre Ministries, Cruse Bereavement Care, Bristol & District Area, CSV Avon Training, CSV Environment, Dame Emily Gateway Club, Dance Voice Therapy & Education Centre, Deaf Studies Trust, Dhek Bhal, Living Mobility and Driving Centre, Drastic Productions, Easton Families Project, Easton Community Children's Centre, Easton Jubilee Trust, Eco Village Network UK, EACH - Educational Action Challenging Homophobia, Elderly People's Club, Essential Trading Co-operative Ltd, Ethical Property Company, Faithnet Southwest, Family Centre (Deaf Children), Family Link Asian Women, Bristol Fawcett, Federation of City Farms and Community Gardens, Filwood Hope Advice Centre, Firebird Theatre, For Ethiopia Trust, Friends of Troopers Hill, Goblin Combe Environment Centre, Greenmap Bristol, Vivid Regeneration LLP, HANDS - Hotwells and Neighbourhood Daycare Scheme, The Harbour, Hartcliffe & Withywood Teenage Parents Project, Hartcliffe & Withywood Ventures, Hartcliffe & Withywood Community Partnership, Hartcliffe Club for Young People, Hartcliffe Community Park Farm, Hartcliffe Health & Environmental Action Group, Headway Bristol, Help! Counselling for 9 to 25 Year olds (South West) Ltd, Henbury Area Projects for Play and Youth, Henbury and Brenty Community Council, Home Start Bristol, Hopes Place, Horfield Organic Community Orchard, Humard, Hungerford Community Association, Imayla, Involving Residents in Solutions, Julie Dollin, KEY Projects, KHAAS Asian Opportunity Group, Khalsa Heritage Trust, Creative Youth Network, Kwads - Supporting Drug & Alcohol Affected Families, Knowle West Health Association, Knowle West Health Park Company, Knowle West Media Centre, Lawrence Weston Baptist Church, Lawrence Weston Community Farm, Lawrence Weston Community Transport, Lawrence Weston Young Action, Life Cycle UK, Lifeskills - Learning for Living, Lockleaze Neighbourhood Trust, M C Hughes Consulting Ltd., Missing Link, Bristol Credit Union, Mothers for Mothers, Action for Children, Bristol Supporting Families, Nilaari Agency, North Bristol Advice Centre, Off the Record, Oldbury Court Community Association, One 25 Ltd., Park Bench, The Parkway Parent and Child Project, Bristol City Council - Tenant Participation Team, Paul’s Place, Penpole Residents Association, Philip Parry Associates, Play and Early Years Training Unit, Polish Church Carers Support Centre, The Quartet Community Foundation, Racial Association Gathering Support, Rastafarian Cultural Information Centre, Resource Futures, Redcliffe Community Forum, Refugee Action, Refugee Women of Bristol, Relate Avon, Richmond Terrace Residents Association, RSPCA Bristol, Second Step Housing Association, Self-Help Community Housing Association, Barnardo’s, Bristol Locality Services Central & East Bristol, Shirehampton Community Action Forum, Shirehampton Public Hall, Sikh Resource Community Development Centre, Simon Llewellyn Associates, Single Parent Action Network UK, ISH (Self-Injury Self-Help Group for Women), SOFA Project, South Bristol Advice Service, South Bristol Church and Community Trust, Re:work, South Gloucestershire CVS, South West Somali Community Association, Southern Brooks Community Partnership, Southmead Development Trust, Southmead Project, Southville Community Development Association, St George Community Association, St Monica Trust, St Paul’s Players, St Pauls Advice Centre, St Pauls Afrikan Caribbean Carnival, St Peters Hospice, St Werburghs City Farm, St Werburgs Community Association, Stepping Out, Streets Alive!, University of Bristol - Student Community Action, Studio Upstairs, Support Against Racist Incidents, Supportive Parents, Tobacco Factory Theatre, Terrence Higgins Trust West, Chase and Kings Forest Community Project, The National Trust at Tyntesfield, The New Place, The Rainbow Programme, The Salvation Army (Easton Branch), Action on Disability and Work UK, Time2Share, Tomorrows People, Training Exchange, The Transform Drug Policy Foundation, Travelling Light Theatre Company, Trinity Care Service, Trinity Community Arts, Tyndale Circle Day Centre, United Housing Association, Upper Horfield Community Trust, Voluntary Action North Somerset, Volunteer Bristol, West of England Centre for Inclusive Living Ltd., The Wheels Project, Windmill Hill City Farm, Windmill Hill Community Association, Wish for a Brighter Future, Withywood Area Seasonal Play Schemes, Victim Support in Avon and Somerset, Womankind, Working in Southmead for Health, Young Bristol, Young Mothers Group Trust, Youth Education Service, Youth Moves, Platform 51, The Crypt Young People’s Centre, The Artspace Lifespace Project, Bristol Bangladeshi Women’s Organisation, Bristol Wireless, F3 - Local Food Consultants Co-operative CIC, iContact Video Network, New Brunswick United Reform Church Community Work, North Bristol Community Project Ltd. (One in Eight), Riverside Youth Project and Broadplain Working with Young People Club, Avonmouth Community Centre Association, Easton Community Centre, Rock Community Centre Ltd., The Mede Community & Learning Centre, The Curo Choice Ltd., Together for Short Lives, Gathering Voices, Kinergy, Resource...
Voscur members make a huge difference to the lives of Bristol people. We are proud to work with, and for our membership, which continues to grow.

We don’t take our position for granted – we work hard to maintain it. We recognise that we must be able to demonstrate our quality and value. This year we have again been awarded the NAVCA Quality Mark, first achieved in 2008.

Early findings from the Proving Our Value partnership with the University of Bristol indicate that every pound invested in Voscur creates £12 of social value for Bristol.

Our reach and impact is extensive. The number of people attending our events, networks and training sessions exceeded 3,500 this year; we reached many more through our online resources.

You will see from reading this Annual Review that Voscur is at the heart of innovation within the sector, whether leading the debate on neighbourhoods and communities, or initiating new approaches to working with health partners.

In changing times, the involvement of our members, advocates, and excellent partnership working with Bristol City Council, are very important to us. Thanks are due also to our skilled staff, committed board, and dedicated volunteers.

We look forward with confidence to the year ahead; we know the difference our sector makes and that Bristol is a better place for it. We hope you enjoy reading our Review, which highlights all that is positive about the Voluntary and Community Sector in the wider Bristol area.

Wendy Stephenson
Chief Executive

Richard Pendlebury MBE DL
Chair of Trustees
2012 was a special year for Bristol – we had our first elected Mayor and Police Crime Commissioner (PCC). How did Voscur ensure that the Voluntary and Community Sector’s profile was raised with these important people?

Voscur’s Voice and Influence service worked with the voluntary and community sector (VCS) and other partners from across the city to organise a range of activities in the months running up to the Mayoral election. We launched a campaign inviting VCS groups to submit questions for the Mayoral candidates (a similar campaign was run inviting questions for the PCC candidates). We held four ‘Question Time’ events with the Mayoral candidates in areas of the city where voter turnout in the referendum had been low. 1,898 people attended our Question Time events. 121 questions were submitted. Six pledges developed with voluntary and community sector groups and organisations were signed by the Mayor.

This work was led by Voscur, working in partnership with Knowle West Media Centre, Hartcliffe and Withywood Community Partnership, Community in Partnership Knowle West, Southmead Development Trust, Avonmouth Community Association, Shirehampton Community Action, University of Bristol, UoB Students Union, St Pauls Unlimited Community Partnership, Easton and Lawrence Hill Neighbourhood Management, Ujima Radio and Southsounds Radio.

With support from: Quartet Community Foundation, Safer Future Communities Fund, Bristol City Council, City of Bristol College and Trinity Community Arts.
“Voscur did a fantastic job of organising the Question Time event and ensuring it was professional and fair whilst being accessible and interesting. Thank you!”

Alex Kittow, Southmead Development Trust

“Voscur’s part in organising the Question Time events was superb. I am grateful for all the work you put in to make sure that they ran both fairly and smoothly.”

Geoff Gollop, Conservative mayoral candidate
Voice and Influence in action #1: Police and Crime Commissioner

We organised a briefing on the Police and Crime Commissioner’s proposals for groups working with people from Black and Minority Ethnic communities...

...At the session over 20 questions for the PCC candidates were identified...

...Peninah Achieng from African Voices Forum asked: “Stop and search on Black youth is still on the rise. What initiatives are you taking to ensure these young people are not continuously victimised?”...

...New PCC, Sue Mountstevens, announced that she would establish a working group to look at stop and search.
Voice and Influence in action #2:
Neighbourhood Partnerships

At a Neighbourhood and Communities Network meeting a number of issues and concerns were raised by VCS groups about Neighbourhood Partnerships...

...We convened a working group of VCS groups and residents involved with Neighbourhood Partnerships to look at how they could be improved...

...The working group produced a report with 29 recommendations (goo.gl/QkSNN7) that was presented to Bristol Councillors, and to candidates for the Mayoral and PCC elections...

...Following his election, the new Mayor initiated a wide-ranging review of Neighbourhood Partnerships.

Voice and Influence in action #3:
Bristol’s Health and Wellbeing Strategy

Voscur successfully made the case for a VCS Advocate place on the Health and Wellbeing Board (in addition to the statutory place for Health Watch)...

...Peter Walker has been actively involved in the Health and Wellbeing Strategy sub-group of the Board, keeping the VCS involved at every stage of the strategy’s development...

...Network meetings and Assembly meetings focusing on the Health and Wellbeing Strategy have captured sector views (goo.gl/tsQNBY) and fed these into the emerging strategy...

...The Strategy reflects VCS views, for example, the importance of preventative measures.
93% said that as a result of the training “I feel more confident in applying my knowledge in this area”.

Voscur’s Support Hub provides organisational development support, information and training for Bristol’s voluntary and community sector groups and organisations.

Our Support Hub team has carried out ‘health check’ meetings and put action plans in place for 58 organisations. Of these, half are new organisations and 46% are working with Equalities Communities* (see case studies of groups we have worked with overleaf).

995 people attended 38 training courses. 74% of learners reported (on the day) that they had improved their skills and confidence as a result of attending our learning events.

When we contacted people three months after they attended training, 90% said that the training had been useful in their day-to-day work. 93% said that as a result of the training “I feel more confident in applying my knowledge in this area”.

33 skilled volunteers have been placed with organisations through our Boost! programme. 62 organisations accessed our GRANTnet service, which was used 260 times. 50% of these organisations used the service twice and some used the service more than 10 times.

We have worked with 10 organisations to develop and deliver tailored trustee training.

* Equalities Communities include children and young people; black and minority ethnic communities; lesbian, gay, bisexual and transgendered people; faith communities; women; disabled people; and older people.
@hwcpblog
@voscur Feeling very inspired after yesterday’s event. Good 2meet others in similar situation.

@ConnectedBRS
Impressive workshop with @voscur today. High energy & networking in the VCS.

@deki_charity
Great workshop with @voscur The teachers were fantastic and we are feeling confident about managing our strategy.

@KateCraftorama
Enthused & excited but excellent @Voscur training! *Plans to take over the world*

“The trainers were right: funders want to know the value; it’s really good to know that and how to show it.”

Attendee, Prove It 2013
Asian Day Centre

Asian Day Centre is based in Easton and provides day care activities for older people from the South Asian community. Although a long-established organisation, the Centre had lost some funding, and subsequently the board needed some support.

The Support Hub worked with this community organisation to support its strategic and business planning and place some volunteers, through our Boost! service. We also delivered some training about developing the roles and responsibilities of their voluntary trustees.

“The training has made our trustees aware of the importance of good staff management practices including an appraisal system. Board meetings have been really different since.”

Amarjit Singh, Day Centre Manager

Albanian Voice

Members of the Albanian community came together in 2012 to promote understanding of Albanian culture and provide support for community members. A new organisation – Albanian Voice Bristol – formed to provide support for the community.

The Support Hub worked to help the organisation focus on its development, choose the appropriate legal structure and establish a good foundation. Members of the group attended our Kick Start Your Organisation course, a series of six learning sessions designed to support the development of new groups.

“We now have an idea for structure and how to do the work. We are clearer about where we are and what we can do to achieve our goals. We are more confident and more aware of what we do.”

Team member, Albanian Voice
OPOKA

OPOKA is a new project that aims to provide assistance and support to men, women and children from Eastern European communities who are experiencing domestic violence. The project is led by Eastern European volunteers who recognised issues within their community and then identified the demand for services, such as counselling, legal advice and translation.

The Support Hub worked with OPOKA to develop its business plan, outcomes and fundraising. This intensive capacity building support was provided over several months.

“We’ve improved our service 200% and we now have a clear path. After every meeting with our development worker, we felt we got something and we tried to go and do some action about it.”

Team member, OPOKA
Informing the sector

16,100 people opened our weekly e-bulletins in 2012/13 and our Twitter followers reached 1,199.

All of our work is underpinned by our information products, designed to keep the sector fully informed about what we do and the opportunities available to them in Bristol.

Our quarterly magazine, Thrive!, is circulated to our members, local councillors, public libraries, a number of public sector partners, regional and national VCS umbrella bodies, and a number of external stakeholders, as well as being available for download on our website. Thrive! features news and resources, as well as guest articles on important issues for VCS groups.

16,100 people opened our weekly e-bulletins in 2012/13 and there were 55,860 ‘click-throughs’ to further information – an indication that the bulletin is hitting the mark. E-bulletin subscriptions also rose by 20% to 2,114.

We have a growing presence on Facebook and Twitter which keeps our followers both aware of and involved in the work we do. Our Twitter followers reached 1,199 in the period under review (a 143% increase from the previous year). Interactions with our followers and others on Twitter also more than doubled.

We share photos on Flickr and videos, such as regular VCS Advocate updates, on Youtube. In 2012/13, our videos were viewed 2,520 times.

Linking all of these communication channels together is our website, where people can find news and resources, as well as promote their events, notices, volunteer roles and job opportunities. During the year under review, this website was accessed by 97,950 unique visitors and received 1,607,436 pageviews.
@Anger_Solutions
@voscur Love the website, full of great resources and advice in the Bristol area :o)

@BYEPUK3
@voscur Loving the helpful tweets, keep up the good work ;-)

@Creative_Youth
@voscur Great magazine, thanks for helping get #Station-Bristol out there.

@nauticallysouth
@voscur New website looks great, easy to navigate with wide range of info.

Our website had 97,950 unique visitors and received 1,607,436 pageviews.
The Big Lottery invited Voscur to share Bristol’s successful approach to partnership working with other areas.

### Restorative Bristol Conference

We were pleased to welcome Sue Mountstevens, the Police and Crime Commissioner, and George Ferguson, the Mayor of Bristol, to our Restorative Bristol Conference in December 2012. Both gave their support to making Bristol a ‘Restorative City’ to an audience of more than 100 delegates from all sectors.

Voscur worked with Avon and Somerset Probation Trust and Safer Bristol to secure resources to make this conference happen.

### Building Health Partnerships

Voscur led the successful Bristol bid to be one of 12 Building Health Partnership (BHP) pilot areas. BHP is a learning programme designed to improve collaboration between Clinical Commissioning Groups (CCGs) and local voluntary and community sector (VCS) organisations. Voscur’s primary role within the partnership is to develop a strong VCS provider market – this will include supporting collaboration, promoting commissioning opportunities and providing resources.

### Fulfilling Lives

Bristol was one of 15 cities invited by the Big Lottery Fund to respond to its Fulfilling Lives programme – with the potential to bring £10m into Bristol to support people with multiple and complex needs.

Working in partnership with the Bristol Compact and Bristol City Council, we designed a process that enabled 60 different interest groups to select a lead partner to develop the proposal and partnership further. The Big Lottery invited us to share Bristol’s successful approach with other areas.
“Voscur’s active participation in the Building Health Partnerships project is helping us to develop strong and enduring relationships with the voluntary and community sector in Bristol.”

Richard Lyle, Bristol Clinical Commissioning Group

“We were able to pull together a great event in a very short time thanks to some very efficient and effective partnership working.”

Jean Erskine,
Hartcliffe and Withywood Community Partnership

@Young_Bristol
Great workshop today on improving commissioning in #Bristol. Thanks to @voscur & @BristolCouncil for organising it.

@Starflower123411
Great coverage on BBCBristol of Restorative Bristol Conference. Looking forward to meeting those working hard for RJ.

@knowlewestmedia
Looking forward to working with @Voscur for the next Communicate! event

Photos (from left) of local activities from: BAND, 1625 Independent People, Acta Community Theatre (photo by Mark Simmons) and Age UK Bristol.
Our members

– who are listed on the inside cover of this review and who continue to recognise the value of a local support and development organisation.

Our board members

– who are elected from our membership – for their support, direction, and guidance.

Max Beseke (Chair to 26 September 2012)
Richard Pendlebury (Chair from 26 September 2012)
Steph Mustoe (Treasurer)
Paul Hazelden (Vice-chair)
Anna Smith (Vice-chair)
Abdullahai Farah
Frances Fox
Joanna Holmes
Poku Osei
Phil Parry
Hen Wilkinson
Mike Zeidler

Our volunteers

– who have given their time, energy and expertise to support the work we do.

Aaron Jethro
Louise Ting
Holly Burnell
Matteo Francescon
James Picardo
Subha Kavassery Vettah
Carol Walker
Andy Waitt

Our funders and donors

Our main funder:
Bristol City Council

Other funders and donors:
Avon and Somerset Constabulary
Avon and Somerset Probation Service
Avon and Wiltshire Mental Health Partnership-NHS Trust
Big Lottery BASIS 11
Bristol Natural History Consortium
Bristol Primary Care Trust
Clinks – Innovation Partnerships
Esmee Fairbairn Foundation
NAVCA Safer Communities Fund
South West Forum (Proving Our Value)
Solon South West Housing
St. Mungo’s Community Housing Association

Our delivery partners

Avon and Bristol Law Centre
Ethical Property Foundation
Social Enterprise Works
Volunteer Bristol
University of Bristol

Others who have supported us

Asda Bedminster
Bristol City Council Equalities Team
BCFM
BBC Bristol
Big Lottery
Brewin Dolphin
We want to say a big “thank you” to all of the individuals and organisations that helped us achieve everything in this report and much more. There are too many to name here, but we will start with:

- Bristol Compact
- Bristol Public Health
- Business in the Community
- Business West
- Calling the Shots
- Charity HR
- Cornhill Associates
- DAC Beachcroft
- Digital Inclusion
- Ecomedia Collective CIC
- First Born Creatives
- Foot Anstey LLP
- George Ferguson, Mayor of Bristol
- HM Revenue and Customs
- John Pendlington
- Knowle West Media Centre
- LinkAge
- Localgiving.com
- Lloyds TSB Foundation
- NAVCA
- One25
- Pervasive Media Studio
- Playing Out
- Quartet Community Foundation
- Salaam Shalom
- SARI
- St. James’s Place Wealth Management
- Suited and Booted
- Tesco PLC
- Together for Short Lives
- Ujima Radio CIC
- Watershed
VCS Advocates

Dom Wood (1625 Independent People)
Children and Young People’s Outcomes Board

Sandra Meadows (PEYTU)
Children and Young People’s Outcomes Board
and Bristol Safeguarding Children Board

Poku Pipim Osei (Babbasa Youth Empowerment Projects)
Children and Young People’s Attainment and Progression Board

Judith Davis (Formerly Prince’s Trust now Creative Youth Network and Full Circle)
Children and Families Early Intervention Standing Group and (CYP) North Area Partnership Executive Group

Vicki Morris (Knowle West Health Park)
(CYP) South Area Partnership Executive Group

Jonquil Richards (Barton Hill Settlement)
(CYP) Central and East Area Partnership Executive Group

Peter Walker (Addiction Recovery Agency)
Health & Wellbeing Board

Graham England (Addiction Recovery Agency)
Reducing Reoffending Board

Alex Raikes (Support Against Racist Incidents)
Safer Bristol Partnership

Sue Kelly (The Prince’s Trust, Fairbridge Bristol)
North Area Partnership Executive Group

Karen MacVean (Shelter)
Bristol Safeguarding Children Board

Joan Bayliss (United Bristol Hospital Trust)
(UBHT)
Trust governor position

Fuad Mahamed (Ashley Community Housing)
Community Learning Partnership Board

Sarah Renshaw (Easton Learning Centre)
Community Learning Partnership Board

Self Directed Support Working Group:
Steve Sayers (Windmill Hill City Farm)
Cheri Wilkins (WECIL)
Zehra Haq (Dhek Bhal)
Debbie Fear (Carers Support Centre).

Our staff team

Asma Ahmad
Frances Bainbridge
Catherine Bowen
Sue Brazendale
Paula Cannings
Lucy Fletcher
Elizabeth Gorman
Paul Hassan
Mark Hubbard
Sean Kenny
Charlene Lawrence
Jess Lewin
Denise Martin
Rebecca McDougall
Ruth Pitter
Wendy Stephenson
Mobs Timi-Biu
Steve Watters
David Whittaker

and Sophie Bayley, Patrick Nisbett, Matthew Symonds, Corinne Thomas and others who contributed to the year under review.

Finally, thank you to Jess Lewin who designed and produced the Annual Review.
‘Love Bristol Go Local’ - the Bristol Pound was launched in 2012, connecting communities and supporting local independent businesses to create a fairer, stronger, happier local economy.