

Working Together



RedbridgeCVS
Annual Report

2010-11

Mission & Aims

Our mission is to promote and support a strong, effective and independent voluntary and community sector in Redbridge.

Aims

- Redbridge voluntary and community sector to be strong partners when working with local statutory bodies and promoting a positive vision of Redbridge.
- Redbridge voluntary and community sector to maintain its independence and flexibility.
- RedbridgeCVS to be a credible and authoritative representative of the voluntary and community sector.
- RedbridgeCVS to be able to respond to Redbridge voluntary and community sector support and development needs; enabling Redbridge's voluntary and community sector to grow to meet local needs.
- RedbridgeCVS to encourage, support and facilitate the development of sustainable communities.
- RedbridgeCVS to provide sound planning for sustainability in order to continue the furtherance of our work with the voluntary and community sector within the London Borough of Redbridge and across the East London CVS Network.

Photos

- ACET training at RedbridgeCVS – Commissioning: Are You Ready?
- Gardening at Forest Farm Peace Garden



Welcome from the Chair

Throughout the year 2010-11 it became very apparent that the severe economic problems in our country and globally were having their effect, with downward pressures in all areas.

Although our funding levels for the year were down on 2009/10, we were able to maintain a level of service provision that was, we were told, of a high standard: this was due, in no small measure, to the excellent engagement and support that we have enjoyed with/ from our stakeholders, particularly the Local Authority and NHS Redbridge. Both bodies have also had to endure very severe financial constraints, and this will continue, in my view, well into the next parliament – that is, from 2015 on. The input from our community and voluntary sector members has proved invaluable.

We were delighted to be able to assist in the resurrection of a fully-funded Volunteer Centre, and to report that RedbridgeLINK, RPCEG – the Police and Community Engagement Group – East Tenders and BASIS continued to perform well.

We hope that the 'Fit for Fun' project will continue through 2012-13. 2010-11 was the fifth year of this successful project, and over 1,800 participants have benefited during this time, with an average 20% increase in fitness levels. 85% of the groups are still exercising six months after their funding finished.

During the year we welcomed three new staff members – Colin Wilson, Martyne Callender and Bojana Vojinovic.

My sincere thanks to the London Borough of Redbridge and NHS Redbridge, and all of our stakeholders and funders for their continued support, and to my colleague board members for their confidence and support.

I congratulate Ross, Harjit, Liz Pearce, Tasnim and every member of staff for their efforts and dedication with yet another strong performance.

We approach the difficult times ahead with confidence, which will be enhanced with the continuing communication, engagement and support of everyone mentioned in this report.

Brian Spinks
Chair of Trustees



Voluntary Groups in Redbridge

These reports from *Community* during the year give a small sample of the diversity of the voluntary sector, and its importance to community life in Redbridge.

Thousands of volunteers helping local groups

Volunteers Week runs every year from 1 to 7 June. Our picture shows volunteer Carlene preparing a meal for homeless people at a project run by the Welcome Centre in Ilford. Thousands more volunteers help Redbridge groups in a huge variety of roles – by acting as advocates for disabled people, helping raise funds, doing gardening, supporting people with mental health problems or by driving people to hospital appointments.

Making sure public services fit local needs

The Community Panel has worked with Loxford Polyclinic since before it opened to ensure that it meets the needs of the local residents. The panel, which consists of thirty people from the local community, celebrated its second anniversary in April 2010. Members had been involved in decisions ranging from who runs the cafe to what colour the walls are painted. They reported that they got on well together, and still meet every six weeks.





Making sure everyone is treated fairly

Adults with learning disabilities often find it hard to make their voices heard – they can face both communication barriers and prejudice, so that someone else is always in charge of their lives. Daffodil Advocacy Project has worked for the last sixteen years to ensure that they have access to their full rights and choices as citizens. The organisation's Annual General Meeting, shown left, involves people with learning disabilities themselves – service users are involved in all aspects of the project.



Raising funds to support community projects

A leading fundraiser for Arthritis Self-Help Network isn't even a human being! Tessie, a Labrador-Springer Spaniel cross, takes part in the group's annual sponsored walk – this year she raised over £1500. Tessie has arthritis herself, as well as being 14 years old and blind in one eye. The money raised will be used to set up a craft group and provide counselling. Tessie shows how inventive community groups need to be to raise funds in hard times.



Matching volunteers with groups they can help

Volunteer Centre Redbridge, a service provided by RedbridgeCVS, has re-opened in the last year. The Volunteer Centre matches volunteers with organisations, promotes good practice in volunteering and helps organisations to create more opportunities for people to volunteer. The Volunteer Centre itself relies on volunteers, and has seen a huge demand for its services since its relaunch.



Helping create a greener society

Forest Farm Peace Garden welcomed 150 visitors to their Open Day in October. The event, held to mark an international day of action on climate change, centred on growing sustainable food. Chefs cooked gazpacho, spiced potatoes and an apple and rhubarb crumble from fresh produce. Apple juice was squeezed from surplus fruit, which would otherwise go to waste, harvested from trees in parks and gardens. Children made bug houses, and Council officers advised on recycling – something for everyone!



Bringing different communities together

Redbridge is home to people from all over the world, with many different beliefs. In November, sixty members of the Baha'i, Buddhist, Christian, Hindu, Jewish, Muslim and Sikh faiths took part in the Interfaith Walk of Peace, organised by Redbridge Faith Forum. Walkers were joined by Mike Gapes MP, local councillors and community leaders. The group visited different places of worship, offering prayers for peace in our communities and throughout the world.



Providing training, jobs and work experience

Training for Transition provides training and jobs for disabled people in horticulture and gardening – allowing them to succeed and gain self-respect and independence. The organisation has worked in the borough for over twelve years, and this year has become a registered charity. Volunteers play a key part in their work in roles as varied as classroom assistants, garden designers, office workers, carers and caterers. They urge people to give volunteering a try.

Round Up of the Year

The year saw Redbridge winning a national Compact Partnership Award in recognition of the improvements in the ways that the voluntary and faith sectors work with the Council, NHS, police and fire services in the borough.

2010/11 was a year of many changes for Redbridge and its voluntary sector. The impact of the recession started to be fully felt, and new coalitions were elected both to Parliament and locally in Redbridge. The new government rebranded our sector as “civil society” and started to discuss our work in the context of “the Big Society”, as well as making changes to local government and the NHS that will inevitably impact on us all.

Despite these changes, the work of the voluntary and community sector remained largely unchanged – even if it was harder to fund and more in demand than ever before. We continue to do our best to explain the likely impacts on our sector of these changes, and to help local groups to prepare for these.

The year saw Redbridge winning a national Compact Partnership Award in recognition of the improvements in the ways that the voluntary and faith sectors work with the Council, NHS, police and fire services in the borough. In these difficult times it is vital that we continue to develop these working relationships so that together we can help the people of Redbridge get through the next few years of austerity which we look set to face.

Redbridge CVS was able to offer a full range of infrastructure services including a fully funded Volunteer Centre, as well as our consultancy-style BASIS service, training programmes and networking and representation opportunities – as well as offering innovative services such as Fit for Fun and Psychological Health training for BAME faith leaders. We also continued to host RPCEG – the Police and Community Engagement Group – Redbridge LINK and the East Tenders training consortium. Full details of the achievements of all of our work are contained in this Report and I hope that you will agree that Redbridge CVS and our sector have much to be proud of.

We will do our best in the years to come to maintain the levels of service and support that we have been able to offer and to help our sector – whatever it may be called – to survive and thrive.

Ross Diamond
Chief Officer



Achievements

RedbridgeCVS has successfully met all the targets set by our funders and internally, and has successfully achieved all planned outcomes.

- 1 Delivering development work and capacity building support to local small and medium sized voluntary and community groups
- 2 Hosting monthly Redbridge Voluntary Sector Network meetings
- 3 Producing a bi-monthly newsletter, "Community", distributed to over 300 local groups
- 4 Producing over 50 email bulletins, sent to over 400 local voluntary and community groups and agencies
- 5 Helping a range of groups with successful funding applications
- 6 Delivering accredited and unaccredited training to local voluntary and community groups
- 7 Securing long term funding and launching a fully operational Volunteer Centre for Redbridge
- 8 Hosting the RedbridgeLINK (Local Involvement Network), a health and social care public involvement project
- 9 Managing the Fit for Fun exercise programme, to deliver fitness activities to local groups who would otherwise be unlikely to take part in regular or organised physical activity
- 10 Managing the local ChangeUp Consortium, ensuring it was 'fit for purpose' and delivering support to local Third Sector organisations as well as linking and liaising with the sub-regional and regional ChangeUp Consortia.
- 11 Securing Learning & Skills Council funds from their Neighbourhood Learning for Deprived Communities (NLDC) programme, enabling us to deliver support services to groups offering training and/or working with volunteers
- 12 Managing a sub-regional training and contract management consortium, East Tenders, with funding from LSC/SFA, Capacity Builders, London Councils and the Department of Work and Pensions. This included delivery of a large "Future Jobs



Fund” programme, in partnership with the London Borough of Redbridge

13 Playing the role of ‘Compact Champion’ to ensure the positive use of the local Compact, ‘Working It Out Together’ - for which Redbridge won an “Excellence Award for Local Partnership Working” at the national Compact Awards

14 Positively liaising with key statutory partners on behalf of the local voluntary and community sector, including through membership of the Redbridge Strategic Partnership and its Public Service Board, the Redbridge Safer Communities Partnership and the Health and Social Care Advisory Committee, and the provision of formal support for the elected voluntary sector representatives at the Public and Voluntary Sectors’ Partnership

15 Providing and maintaining a database of all known voluntary and community groups in Redbridge

16 Playing an active part in the East London CVS Network

17 Providing information services including a library, internet access and individual support to voluntary and community organisations in Redbridge

18 Providing a multi-purpose website, including an online directory of local voluntary and community groups

19 Playing an active membership role within the ACE (community accountancy scheme) Steering Group

20 Hosting a Mental Health (BAME) Community Development Worker, funded by NHS Redbridge

21 Hosting a Health Volunteer Officer, funded by NHS Redbridge, to support increasing use of volunteers by local NHS bodies

22 Hosting a Health Partnerships Officer, to enhance the relationships between local voluntary and community groups and local NHS services and commissioners

23 Hosting the Redbridge Police Community Engagement Group, in partnership with the Metropolitan Police Authority

24 Undertaking work in partnership with London Borough of Redbridge to increase use of the Redbridge i website by local voluntary and community groups

Photos

- Wheelchair users at Chigwell Disabled Group take exercise as part of the Fit for Fun programme
- Promoting healthy eating and exercise during Make a Difference Week
- Discussion among groups taking part in BASIS



BASIS

www.redbridgecvs.net/basis

Maddy Edwards
Development Coach

This year saw the completion of the first year of the BASIS programme, providing intensive tailored support for ten local groups. Each group receives coaching, training and resources that meet their specific needs, as identified by an organisational health check and training needs analysis at the start of the BASIS year in October.

Subjects covered by coaching spanned a wide range: contracting and partnerships, help with policies and procedures, planning, full cost recovery, relationship issues, team building, diversifying income sources and operational challenges, to name but a few.

Coaching deals with current issues as a way of learning for the whole group. This group learning can be carried into the future to meet new challenges when intensive support is no longer available.

The BASIS team also learned lessons, including:

Commitment – the groups need to know the commitment required and sign up to it. Commitment is not just about attending sessions, but about working between sessions too!

Networking – opportunities for networking need to be structured, valuable and fun!

Prioritising – groups can't achieve everything – what is on their 'must have' list and what is just a wish list!

Action – coaching is about action. Groups need to ask, what is the first step? And then the next and the next. Who is doing what? This needs to become the way of working for each and every group.

In the second year of BASIS we are putting this learning into practice. The needs of the groups don't seem so different from those of the previous cohort. However the people – their learning styles, skills and motivation – are all different. For me, as their coach, it is very rewarding to see the progress of each group.

The groups on the programme this year are:

- AWAAZ
- Community Healthcare Innovations
- DAWN
- PEACHY
- Redbridge Faith Forum
- Redbridge Forum
- Redbridge Music Lounge
- Training4Transition
- Social Care and Community Programmes
- Somali Consortium

As this report goes to print we are selecting ten more groups for the final year of BASIS. Alongside this we will be exploring different avenues which will help us to continue this work into the future.

“The coaching has helped us to identify the key issues and clarify what needs to be done. It has helped us identify our strengths and weaknesses – we have learnt such a lot.”

Redbridge Faith Forum

Training

www.redbridgecvs.net/training

Trish Mossey
Training Manager

"I've become more aware of how important it is to see the bigger picture through engaging with other voluntary groups"

"The training reinforced the need to do strategic planning well"

"I'm clearer on how I can pitch funding applications for our charity"



We have continued to successfully deliver a very wide variety of both accredited and unaccredited training courses and workshops, provided free of charge to over 280 individuals from 58 different organisations. Some of these are listed below:

Accredited Courses

- Supporting & Developing Volunteers
- Recruiting & Selecting Volunteers
- Emergency First Aid at Work
- PTLLS (Preparing to Teach in the Lifelong Learning Sector)
- Award in Community Development for Faith Organisations

Unaccredited Courses

- Skilling Up for Stronger Voices
- Fundraising for the Frightened
- Strategic Planning
- Unravelling the Mysteries of Organisational Structures
- Roles & Responsibilities of Charity Trustees
- Advice Skills, Referrals & Signposting
- Commissioning - Are You Ready?
- Equality & Diversity Workshop
- Listening & Communication Skills
- Assertiveness & Confidence Building Skills
- Introduction to Volunteer Supervision
- Project Planning Workshop
- Disability: Awareness, Equality and Inclusion
- Change Management Workshop
- Monitoring & Evaluation Workshop

The majority of this training was provided through the 3 year Big Lottery (BASIS) grant. Additional training was delivered through funding from the London Borough of Redbridge Prevent programme in order to effectively engage with our communities and work with community leaders – both in terms of existing leaders but also developing the leadership skills of others.

Feedback from our training has continued to be very positive. It has enabled many local organisations to improve their sustainability, increase their capacity, make significant steps in their development and achieve standards of excellence in management, governance and working with volunteers, partners and other stakeholders. All of this has allowed them to develop and deliver their services in a rapidly changing environment.

Photo

- BASIS training

Information Services

www.redbridgecvs.net/info

Colin Wilson
Information Officer

Community

Our bi-monthly 16-page magazine is sent to over 300 organisations, and many more download it from our website.

Community includes news from voluntary groups, information about RedbridgeCVS services, news about partner organisations such as Redbridge Council and the NHS, and information about training and funding opportunities.

In response to our 2010 survey, we have introduced:

- regular columns on IT and on legal issues
- a regular fundraising column

eNews and website

Our weekly email bulletin is sent to over 860 people, and summarises all the content added to our website. The bulletin includes information on forthcoming events, particularly training; reminders of funding deadlines and voluntary sector jobs.

The website included 773 events, including 335 training opportunities, 413 news items, details of 584 organisations and 89 funding opportunities.

Network meetings

These monthly meetings allow people from across the Redbridge voluntary sector to network, liaise with public sector partners and hear about other groups' work. 271 people attended during the year.

The Network worked with the Council on the You Choose consultation, and heard from NHS and Census staff, and local police. Voluntary sector speakers covered issues including mental health problems, migration and the borough's gay community.

Annual Survey

118 groups responded: following their comments, we will relaunch our website during 2011.

Redbridge i

RedbridgeCVS staff wrote forty articles about voluntary groups for Redbridge i, the Council's website, as part of the Community News project.



"I find the website and the weekly newsletter excellent – it lets me know about new training and fundraising ideas. It also helps keep me up to date on what else is on offer in the borough."

Annual survey response

Psychological Health

www.redbridgecvs.net/psychologicalhealth

Nisema Patel
Community Development Worker



“The knowledge and skills learnt by delegates will save misery to those suffering mental distress.”

Shaheen Zar, delegate,
Christian Community

The Psychological Health Community Development Project is commissioned by NHS Redbridge to reduce inequalities in psychological health for Black, Asian & Minority Ethnic (BAME) communities, and aims to:

- Support commissioning in psychological health
- Promote psychological health equalities
- Improve care pathways
- Promote social inclusion

Supporting the NHS

The project designed a unique six-week training programme, Psychological Health: A Foundation Training Course for Faith and Community Leaders. The project worked in partnership with NHS Redbridge, North East London NHS Foundation Trust (NELFT) and Redbridge Faith Forum.

The training also gave NHS professionals – from commissioners to frontline staff – a chance to work with faith and community leaders to develop culturally appropriate pathways and treatments, and to understand the cultural and religious models of psychological distress in the communities they serve.

Building social capital

77 faith and community leaders from five major faiths – Christianity, Hinduism, Islam, Judaism and Sikhism – completed the course. The project was originally funded to train 48 leaders from four faith groups.

Meeting local needs

Local BAME faith and community leaders are often the first point of contact for people in psychological distress. The training helped improve understanding of the NHS model of mental health, so it can be used in conjunction with their cultural and religious practices.

Next steps

A BAME Psychological Health Network will be formed from invited participants. This will be form a bridge between the NHS and the diverse communities of Redbridge around psychological wellbeing.

The project also supports NELFT in increasing the diversity of its chaplaincy service, and will also report on BAME communities' access to talking therapies.

Health Partnerships

[www.redbridgecvs.net/
healthpartners](http://www.redbridgecvs.net/healthpartners)

Swati Vyas
Health Partnerships Officer

The Health Partnerships project is funded by NHS Redbridge. During the year the project has been responsible for building and enhancing partnerships between the voluntary and community sector and the NHS. The six main areas of work have been:

Community health needs

We have worked with the Roma, Albanian and Somali communities to look at unmet health needs, how people maintain their health and the barriers people in these communities face in accessing services. Reports from this work have been taken on board by the NHS and RedbridgeLINK.

Very low levels of uptake of bowel cancer screening amongst the South Asian Community have been identified in the borough. RedbridgeCVS, voluntary organisations and the NHS have undertaken research on the reasons for this, and the findings have been used by NHS Outer North East London in their commissioning strategy.

We have worked with NHS Redbridge to help young people whose first language is not English access chlamydia screening services. Feedback from voluntary organisations has led to changes in service delivery.

Gathering evidence of community health interventions

RedbridgeCVS held a workshop for eight of the BASIS groups on Monitoring and Evaluation. This focussed on the importance of building up evidence about the impact of the work of the voluntary sector on the health of local communities.

Representation on health forums

The Health Partnerships Officer has been involved in a number of forums organised by the NHS which have covered health issues including

- sexual health



- maternity services
- cancer screening
- Joint Strategic Needs Assessment.

Enhanced communication between the voluntary sector and the NHS

RedbridgeCVS has published ten health-focussed articles in Community magazine written in partnership with the NHS and aimed specifically at the voluntary and community sector.

RedbridgeCVS's weekly eNews has also included a wide range of health-related articles.

Four of our monthly Network meetings have focussed on health priorities and policies.

Readers' Panel

31 volunteers were recruited to RedbridgeCVS and NHS Redbridge's Readers' Panel. They gave their views on health promotion material being produced by the NHS to ensure it was easy to read and understand.

Increased uptake of health promotion programmes

RedbridgeCVS has been helping voluntary groups in organising health talks, health checks and passing on information, in partnership with statutory and non-statutory organisations. Such talks and health checks have benefited over 600 local people.

Photos

- Sponsored walk by Arthritis Self-Help Network
- Disabled Asian Women's Network members at the seaside
- Exercise at Redbridge Asian Mandal
- Office work at African Communities Forum



Volunteer Centre Redbridge

www.redbridgecvs.net/volunteer

Liz Walker
Manager, Volunteer
Centre Redbridge

"I volunteer now at a local youth club as a shadow coach for badminton. I get involved, have fun, meet new people and contribute back into the community. It's taught me to do something really productive with my time, and I've gained skills I didn't have before. Volunteering gives you so many different and new experiences – and it also looks brilliant on your CV."

Umair Baig

2010-2011 was an exciting and somewhat unpredictable year for volunteering development work at RedbridgeCVS. The early part of the year was spent writing NHS Redbridge's Volunteering Policy. Unfortunately due to changes in the National Health Service, once written, the policy had to be put on hold, but was finally ratified in August 2010.

Nevertheless, there was plenty of development work to be done, both internally and with voluntary and community groups that involve volunteers. Several participated in our joint initiative with Greater London Volunteering and signed up to London's Volunteer Management Charter, which enabled them to have a volunteering health check and develop a volunteering action plan. The London Borough of Redbridge also confirmed that funding would be made available to relaunch a local Volunteer Centre. Unfortunately this too was delayed by several months and the final level of funding was only confirmed in September.

Volunteer Centre Redbridge held a successful Volunteering Fair as part of Make a Difference Week and was also finally able to hold interviews for our Volunteering Brokerage Worker vacancy that same





October. We were fortunate to appoint Bojana Vojinovic to this post. Bojana joined us in November and we were able to reopen the volunteering brokerage service and relaunch Volunteer Centre Redbridge in December 2010.

Over the following months the Volunteer Centre has worked hard to develop and refine our policies and procedures and begun delivering the six core functions of a Volunteer Centre, which are:

Brokerage

matching individuals interested in volunteering with appropriate opportunities

Marketing

encouraging local interest in volunteering using a variety of initiatives

Promoting good practice

in volunteer management to organisations through advice, guidance and training

Developing volunteering opportunities

to meet the growing interest stimulated by our publicity and outreach activities, including joining the Work Redbridge partnership and participating in outreach in Hainault and Woodford Bridge

Policy response and campaigning

identifying and responding to proposals or legislation that may impact on volunteering

Strategic development of volunteering

by networking at a local, regional and national level



Fit for Fun

www.redbridgecvs.net/fitforfun

Tracy Andrews
Fit for Fun Coordinator

Zumba, Tai Chi and basketball are just some of the ways community groups have chosen to get 'Fit for Fun' over the past 12 months.

Fit for Fun is a free scheme which offers people in Redbridge the chance to improve their health by taking part in a fitness-boosting activity of their choice.

Any voluntary or community group with a shared interest can apply to take part in the programme which offers 20 sessions with a qualified instructor in an exercise of their choice.

The range of groups which have taken part over the past year include a patients' group at a GP surgery, a young mums club and a supported housing scheme for elderly and vulnerable people.

Since its launch as a pilot in 2008, Fit for Fun has helped over 1,800 people in more than 120 groups to get active.

Groups are supported to continue exercising after the 20 weeks is over. Of those who completed the scheme, 85% were still exercising 6 months later.

"I have a severely autistic son. This helps focus my mind from the tension of caring 24/7."

"Exercise is really important as it keeps my body going and that is what you need at my age – 82!"



Case study

Wanstead Place Patients' Participation Group was set up by a GP who felt that small groups of patients with similar health problems would benefit from doing regular exercise together.

Through Fit for Fun, the group chose to hold a weekly yoga class. RedbridgeCVS matched them to a qualified and vetted instructor who was very sympathetic to their needs.

The group themselves, and their doctor, reported how much healthier and fitter they felt as a direct result and wanted to keep improving their health as their quality of life has improved. Since starting yoga, one member went from being unable to stand upright and being restricted in her movement to improved posture and the ability to move more freely.

The group were helped by RedbridgeCVS to apply for funding which enabled them to carry on beyond the 20 weeks. Six months on and they are still active and going from strength to strength. Recognising the importance of regular exercise, this group has not only grown in membership but are continuing to promote the benefits to help others see the long term health improvements.

“The exercise classes get me out the house. It’s the only time I get to meet others like myself since having my stroke.”

Photos

Fit for Fun groups at:

- Friendship Argyle
- Loxford Children's Centre
- DAWN, Disabled Asian Women's Network
- Barking & Redbridge Chinese Community Association



RPCEG

Redbridge Police Community Engagement Group

www.redbridgecvs.net/rpceg

Liz Pearce
RPCEG Coordinator

RedbridgeCVS host the Redbridge Police Community Engagement Group which is funded by the Metropolitan Police Authority. The purpose of the group is to provide constructive input to local policing and community safety issues and engage with the Police and Local Authority about their performance. Among the members of the group are representatives of 20 locally based voluntary and community sector organisations.

Amongst other things, during 2010/2011 the group addressed issues relating to:

- Hate crimes
- Homelessness
- Independent Custody Visiting
- Neighbourhood Watch
- Burglary
- Stop & Search

Members of the Stop & Search Monitoring Group accompanied the Police on a number of occasions to observe how Stop & Searches were carried out. Members and Officers of the Group also participated in pan-London meetings, and took part in local events and exhibitions.

Reaching Out

Reaching Out was a homeless outreach initiative which took place in the autumn of 2010 and was supported by RedbridgeCVS and the Redbridge Police Community Engagement Group. The voluntary and statutory sectors in Redbridge were praised for their partnership work in organising a special exercise to help the borough's homeless.

The Police, Local Authority, health services and voluntary organisations were united in the Redbridge 'Reaching Out' initiative, a multi-agency effort to count the number of rough sleepers in Redbridge and offer them support and access to services. The initiative was launched in response to the Mayor of London's strategy for overcoming homelessness, and as part of the Metropolitan Police London wide "Operation Reach".

Over 40 volunteers took to the streets across both nights of the scheme until the early hours of the



morning. A public awareness event was also held in Ilford Town Centre.

The operation was supported by dedicated teams of volunteers from groups including RAMFEL (Refugee and Migrant Forum of East London), the Welcome Project, RedbridgeCVS, London Street Rescue and other organisations.

Donations from the community also flooded into the Cardinal Heenan Centre, in Ilford's High Road, which was open on both nights to offer clothing, food and advice to the rough sleepers who attended. Mental health professionals, housing officers and immigration advisors were also on hand to offer support.

“Of the 20 boroughs we work in, no other borough has come close to the response and level of engagement in Redbridge and I have no doubt that this will have had a really positive impact for those sleeping on the streets.”

Tom Vincent,
London Street Rescue



RedbridgeLINK

Redbridge Local Involvement Network

www.redbridgelinek.net

Cathy Turland
RedbridgeLINK Manager

RedbridgeLINK is a Network for anyone that has an opinion about health or social care services. The LINK gives local people a real opportunity to help shape health and social care services and influence how they are planned and delivered.

This has been a challenging year for RedbridgeLINK with different projects and consultations keeping staff, volunteers and members very busy. The effort put in by these individuals has continued to earn us praise and respect from both the statutory and voluntary sectors.

We grew our membership of organisations so that the information we made available would flow through those groups and reach people who may not have heard of the LINK. We are proud to say that we increased our membership by over a third and now have over 1800 individual members and 85 organisations.

We developed stronger links with the Roma communities from Eastern Europe, Albanian and Somali communities, rough sleepers, and refugee and migrant groups through a series of pilot projects to identify where needs are highest. We are now working with organisations from health services and local authorities, the police and voluntary and community groups, to ensure these groups are heard and listened to. For some people, they have been given the support they feel they need for the first time. It will be important for us to use the information we have gained to ensure the right services are in place to serve the people of our community. This is particularly relevant over the coming years as many government changes have been proposed for health and social care.

We now face the challenge of the transition into a new organisation called HealthWatch, but we feel we are up to the test.



“The LiNk’s input has been invaluable and has helped us to reach out to a wide range of people from all walks of life.”

Heather Mullin
Chief Executive
NHS Outer North East
London

“RedbridgeLiNk has been very successful in bringing together the public to consider key issues that impact on the health and social care sector.”

John Powell
Director of Adult Social
Services
London Borough of
Redbridge



Photos

- Keep Fit – Guests at our Men’s Health event in March were asked to work hard for their lunch!
- Britannia Pharmacy were a welcome partner at some of our events providing health checks
- A Roma family visit the LiNk-funded health advocate based at Loxford Polyclinic
- Redbridgeroughsleepershelpedustoidentifytheir ongoing health and social care needs

Partnerships

www.redbridgecvs.net/partners

Tasnim Iqbal
Operations Manager

The Redbridge Compact

The Redbridge Compact is an agreement between local public bodies and the voluntary sector. It helps them work together to deliver better services.

The current version will end in April 2011: partners are working on a revised version which will last until 2014. The new Compact will be short, simple and usable, backed up by a straightforward disputes procedure.

The Compact was awarded the 2010 Award for Local Partnership Working at the National Compact Awards: we want to build on this success in future.

Public and Voluntary Sectors' Partnership

The Partnership includes councillors, voluntary sector representatives and nominees from NHS Redbridge, and the Police and Fire Services.

This was a challenging year, given greatly reduced public sector funding. Unfortunately, Councillors attended few PaVSP meetings.

Partners reviewed the Compact and Codes of Practice, looked at how we can work together to enhance the Big Society in Redbridge and agreed to collaborate over local authority funding applications, benefiting local residents and reducing the danger of duplication.

Redbridge Strategic Partnership

The Redbridge Strategic Partnership brings together public sector agencies. The Redbridge Strategic Partnership Assembly acts as the voice of the voluntary sector: its members include a range of local voluntary organisations. It is chaired on behalf of the RSP Public Service Board by RedbridgeCVS.

RSP Assembly members took part in the selection process for awards to voluntary sector groups through the LPSA Community Chest Grants Programme, and in the development of a consultation calendar to enable the voluntary sector to make decisions on which consultations they should respond to.



Cllr O'Shea, Mayor of Redbridge, addresses RedbridgeCVS's 2010 AGM

East Tenders

www.redbridgecvs.net/easttenders

Martyne Callender
East Tenders Employment and Skills Manager

"I think it's important that projects like this exist because I'd probably still be unemployed if I hadn't received the support and training that I did."

John Cooney, who received support from East Tenders and Barnabas Workshops after being made redundant. John now works as a Senior Construction Manager.

East Tenders, funded by Capacity Builders and Neighbourhood Learning in Deprived Communities, is a sub-regional consortium of employment and skills providers, hosted by RedbridgeCVS. Its main areas of work are contract management, partnership development and accreditation.

Since its creation in 2008 it has recruited 90 voluntary sector employment and skills providers, subcontracted work to 16 of these and enabled 17 organisations to accredit their courses through RedbridgeCVS' National Open College Network centre licence.

In May 2010 an Employment and Skills Manager, Martyne Callender, was recruited to support the project. She has been instrumental in the management of contracts, partnership development, tendering for new work and supporting the operational management of the project.

East Tenders currently delivers three employment and skills projects:

The Future Jobs Fund

A Department of Work and Pensions-funded programme aimed at reducing youth unemployment through the creation of voluntary sector jobs for 18-24 year olds. East Tenders achieved the DWP contract targets of 115 job starts. 58 completed accredited training including Health & Social Care NVQs at level 2, Customer Service NVQs at level 2 and NOCN Progressions awards at level 2.

NLDC funded project

This project enables small voluntary sector providers to accredit their courses through RedbridgeCVS. East Tenders provides support with quality assurance and internal verification to enable organisations to provide accredited learning to the local community. In the past year over 70 learners have completed these courses.

Stepping Stones Project

This is an ESF/London Councils-funded programme for parents needing support to find work or training. East Tenders delivers the project across four East London boroughs in partnership with Barnabas Workshops and Quaker Social Action. We have engaged 72 parents; 11 have completed work placements; 5 have started work and 13 have progressed onto other courses. The project is ranked 2nd best-performing out of the 30 ESF/London Councils-funded projects.

East Tenders will pursue subcontracting opportunities and delivery of services in partnership with consortia members so as to be sustainable beyond March 2012.

Who We Are

Board of Trustees 2010-2011

Brian Spinks

Vice Chair, April-November 2011
Chair, November 2010-March 2011



Neil Zammett

Chair, April-November 2010
Vice Chair, November 2010-March 2011



Ali Qureshi

Treasurer



Ram Bhandari



Bashir Chaudhry



Valerie Cummins

From February 2011



Valrie Gittens

Margaret Wayne

Keith White



Cllr Brian Lambert

Local authority observer



Staff 2010-2011

Ross Diamond

Chief Officer



Tasnim Iqbal

Operations Manager



Liz Pearce

Office Manager



Harjit Sangha

Finance Manager



Tracy Andrews

Fit for Fun Coordinator



Martyne Callender

East Tenders Employment and Skills
Manager from May 2010



Arsim Canolli

Information Officer to May 2010



Hardeep Dhillon

Administrator



Maddy Edwards

BASIS Development Coach



Saffina Masood

LINK Outreach and Development
Worker



Jitesh Mistry

East Tenders Contracts and
Partnerships Manager

Elana Mossey

Temporary Administrator
October 2010 - January 2011

Trish Mossey

Training Manager

Nisema Patel

Community Development Worker

Joanna Payne

Administrator

Jyoti Tandel

Finance Assistant

Laura Thistlethwaite

Minute Taker/Administrator
LINK Information Officer

Cathy Turland

Redbridge LINK Manager

Bojana Vojinovic

Volunteering Brokerage Worker
from November 2010

Swati Vyas

Health Partnerships Officer

**Liz Walker**

Volunteer Centre Redbridge
Manager

Colin Wilson

Information Officer from June 2010

**Anisha Chana**

Interim Information Officer

Shaida Dar

Financial Administrator,
East Tenders

Miten Kana

Trainee Administrator, Future Jobs
Fund, from August 2010

Hayley Madley

Trainee Administration Assistant,
East Tenders

Waqas Masood

Trainee Administrator, Future Jobs
Fund, July 2010 - January 2011

Kristian Newman

Trainee Administrator, Future Jobs
Fund, from July 2010

Nirosha Rampersad

Trainee Administrator, Future Jobs
Fund, from December 2010

Amesh Sharma

Trainee Administrator, Future Jobs
Fund, August - October 2010

Luke Wall

Trainee Administrator, Future Jobs
Fund, from November 2010

Volunteers

Thank you to all the volunteers who have helped us in our work during the year.



RedbridgeCVS

- Sidra Zia Abbasi
- Hodan Abdi
- Kanees Baig
- Lily Cater
- Neringa Danylaite
- Bibi Rebbeca Jaulim
- Bibi Nasseem Jaulim
- Monuara Miah
- Hafsa Qutub
- Mayuri Raja
- Lynne Rochford
- Hinga Stitcher
- Susan Westwood

RedbridgeLINk

- Anisha
- Harbans Chahal

NHS Readers' Panel

- Genevieve Agard
- Samia Basit
- Ram Bhandari
- Marcia Birch
- Lucinda Chin-Goh
- John Elliffe
- Saliyha El Raiss
- Barbara Elster
- Anita Golding
- Philip Grimmer
- Sorayya Gul
- Brenda Holland
- Margaret Igglesden
- Rosemary Jackson
- Joan Macer
- Christopher Milne
- Binal Mehta
- Gopi Patel
- Nalini Patel
- Tayyaba Nasim Raja
- Isuri Rebecca Ratnayake
- Zara Rizwan

About Us

Registered Office

3rd Floor Forest House
16-20 Clements Road
Ilford
IG1 1BA

Bankers

HSBC
126 High Road
Ilford
IG1 1DA

Caf Bank Limited
25 Kings Hill Avenue
West Malling
Kent ME19 4TA

Solicitors

Russell-Cooke
2 Putney Hill
London SW15 6AB

Auditors

Appleby & Wood
40 The Lock Building
72 High Street
London E15 2QB

Charity Number

1005075

Company Number

2569614

Annual Report

Editor

Liz Pearce

Design and production

Colin Wilson

Photos

- Parents' charity NCT takes part in Fit for Fun
- Community arts group Redbridge Music Lounge
- Redbridge Faith Forum and friend at the Olympic Inspiration Day
- Punjabi crafts in Social Care and Community Programmes' Apna Virsa heritage project



Accounts

Harjit Sangha
Finance Manager

Income and Expenditure Account for the Year Ended 31 March 2011

	2011 £	2010 £
Income	1,692,486	962,485
Expenditure	(1,555,291)	(968,081)
Income less expenditure	137,195	(5,596)
Brought forward – beginning of year	523,357	528,953
Carried forward – end of year	660,552	523,357

Balance Sheet as at 31 March 2011

	2011 £	2010 £
Fixed Assets		
Tangible assets	26,896	40,873
Current Assets		
Debtors	27,231	54,603
Cash in bank and at hand	763,276	674,007
	790,507	728,610
Creditors: amounts falling due within one year	(156,851)	(246,126)
Net current assets	633,656	482,484
	660,552	523,357
Reserves		
Restricted funds	423,701	418,633
Unrestricted funds	236,851	104,724
	660,552	523,357

Statement of Financial Activities for the Year Ended 31 March 2011

	Unrestricted Funds £	Restricted Funds £	Total 2011 £	Total 2010 £
Incoming Resources				
Incoming Resources from Generated Funds				
Generated income	28,373	–	28,373	23,062
Investment income	3,437	–	3,437	2,458
Incoming Resources from Charitable Activities				
Grants	127,835	1,532,841	1,660,676	936,965
Total incoming resources	159,645	1,532,841	1,692,486	962,485
Resources Expended				
Cost of Generating Funds				
Charitable activities:				
Costs in furtherance of charity's objects	257,884	1,207,366	1,465,250	950,950
Delivery of contracts	–	79,039	79,039	–
Governance costs	10,414	588	11,002	17,131
Total resources expended	268,298	1,286,993	1,555,291	968,081
Net incoming resources for the year	(108,653)	245,848	137,195	(5,596)
Transfers	240,780	(240,780)	–	–
Brought forward – beginning of year	104,724	418,633	523,357	528,953
Carried forward – end of year	236,851	423,701	660,552	523,357

The information presented here is extracted from the Trustees' Report and Financial Statements for the Year Ended 31 March 2011. The full report with detailed financial information and the auditor's report is available on our website at www.redbridgecvcs.net, or call 020 8553 1004 to have a copy posted to you.

RedbridgeCVS

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Funded by:



Outer North East London



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