

# Community

## August 2017

newsletter for the community and voluntary sector in Redbridge

## RedbridgeCVS: Is it a bird? Is it a plane? Is it an elephant?

**Chief Executive Officer Ross Diamond writes about the many kinds of work RedbridgeCVS does.**

Friends and family members often ask me what my job involves. I say I work for a charity, at which point they ask, what kind of charity?. Explaining Volunteer Centre Redbridge is straightforward enough, and I can get across some sense of what RedbridgeCVS does to help local organisations to thrive – particularly if I give concrete examples, such as our training programme and fundraising support. But trying to explain the overall picture of RedbridgeCVS, and my role within it, usually leads to people starting to glaze over. Maybe I need to work on my conversational style, but I think it also reflects the unusual and complex nature of what RedbridgeCVS is set up to do.

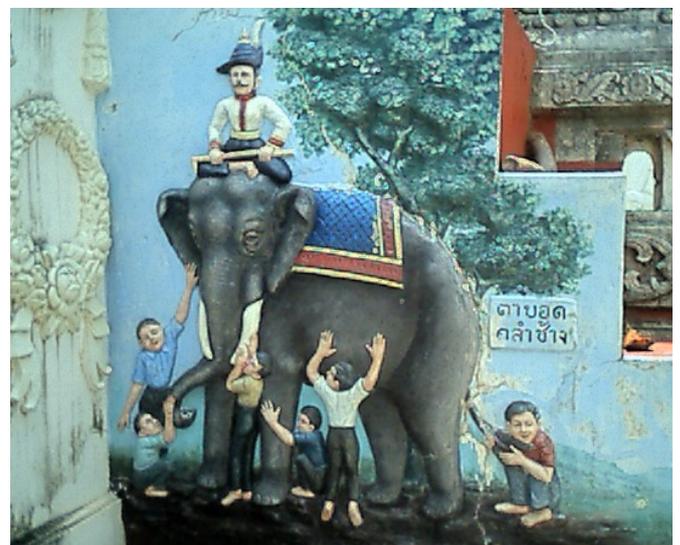
### Annual members' survey

RedbridgeCVS has recently been reviewing the responses to our annual members' survey, to learn what our members think of our work and to find out what we can do to better support the local voluntary and community sector. Details of the responses are on page 3, but I wanted to use this space to share some thoughts about the range of the work we do, and our ongoing efforts to explain the full

breadth of our work to our members and the wider community.

Whilst the survey comments were positive, and included helpful suggestions for how we might improve, our surveys always remind me of how much more we need to do to promote the full range of our work. A small but significant percentage of those who responded continue to be unaware of some of our core activities – including our eNews bulletins, our monthly Network meetings, the Volunteer Centre and our fundraising support service.

*Continues on page 2*



Examining the elephant

## Different parts of an elephant

There's a story about four blind people each feeling a different part of an elephant and then arguing about whether this creature is like a rope, a spear, a tree or a wall. Our members often only experience different parts of our services and can be unaware of the overall 'shape' of what we do. Many local organisations are used to welcoming our Health Buddies to give talks on TB or diabetes at their meetings, while others know us through our Fit For Fun exercise programmes – neither of which are services that most CVSs offer. Many members will have attended our training or networking events, whilst others will be more familiar with downloading advice sheets and other tools from our website.

Whilst this broad range of activities can seem slightly random, there is an underlying logic and focus, which comes from our Strategic Plan. This document is updated every five years, with input from our stakeholders – including potentially everyone affected by what we do, particularly the local voluntary and community sector organisations which make up our membership, but also our funders and local public sector partners. This work, which is overseen by our Board of Trustees, includes a review of the global and local contexts in which we work and looks at how best we can support the needs of our members. This document is re-considered every year by our Trustees at their annual "away day".

At this year's event, the independent facilitator noted that RedbridgeCVS was a 'hybrid' – we do the same activities as most CVSs, for example serving voluntary and community organisations through our training and capacity building work. But we're also a direct service delivery group – that is, we provide services to local people through projects like Fit For Fun, our Health Buddies our Employment and Skills work and the Volunteer Centre.

Within this 'hybrid' model, however, we are careful not to deliver services that compete with those delivered by our members, front-line voluntary and community groups in Redbridge. This reflects our Mission Statement ("To promote, support and develop a strong, effective and independent voluntary and community sector in Redbridge") and our more recently adopted strapline: "Inspiring everyone

to play a part in a caring, vibrant community."

We hope and believe that our work does inspire and enable local people to do more for ourselves and each other. We were delighted to learn that respondents to the survey overwhelmingly continue to rate the services that they use as 'good' or 'very good'. The comments added to the survey questions were also very encouraging – particularly for those of us, like me, who spend most of our time in meetings or dealing with bureaucratic processes and don't get out enough to meet voluntary and community groups to experience the wonderful work that you do, and the impact that your services have on local people's lives.

*"Brilliant service, who are always there to help"*

*"An invaluable resource for the borough. All staff are friendly, knowledgeable and very helpful. The volunteer service and training helped me get back into work after long-term ill health."*

*"RedbridgeCVS is a vital service for small charities. This organisation is very vital in bringing together the diverse community in helping each other as well as networking."*

Whilst the survey response rate was significantly better than last year, we know that filling in endless surveys doesn't always feel like a good use of people's valuable time, so we really appreciate your feedback and can promise you that we are here to listen and respond to your needs. And remember, you don't need to wait until next year's survey to tell us what you think of us and how we can do better to support you and your group!

## Community Fundraiser in post

**Shaweb Ahmed, our new Community Fundraiser, has just started in post. We'll include more about his work in next month's Community. In the meantime, you can contact him on 020 3874 4137 or at [shaweb@redbridgecvcs.net](mailto:shaweb@redbridgecvcs.net)**

# RedbridgeCVS Annual Survey

**The survey ensures we continue to meet the needs of our most important stakeholders – our members.**

## What services do people use?

The vast majority of members who responded, this year and last, use eNews, our website and Community. Over-two thirds of organisations sometimes come to Voluntary Sector Network meetings, or get involved in our partnerships work with the local NHS. Over half of members come on our training or use the Volunteer Centre.

Some figures are lower: fewer than 4 out of 10 take part in Fit for Fun, and only 1 in 3 had used the fundraising support service – though we know the post has been vacant for while. **So we need to promote some of our services – especially fundraising**, where a new member of staff joined us this week.

## What do you think of our services?

At least two-thirds of respondents give a “very good” or “good” rating to our website, eNews, Community, Network meetings, health partnership work and our training. Over half said the same for the work of the Volunteer Centre, and for our work representing the sector, and almost half said the same for Fit for Fun.

Satisfaction with the fundraising service was just below half, which will hopefully increase with a **new person in post**. Less than 1 in 3 people assessed the work of the Safer Neighbourhood

Board as “good” or “very good” – even though they have funded **two successful Community Days at the Town Hall**. We’ll aim to **raise more awareness** of the Board’s work.

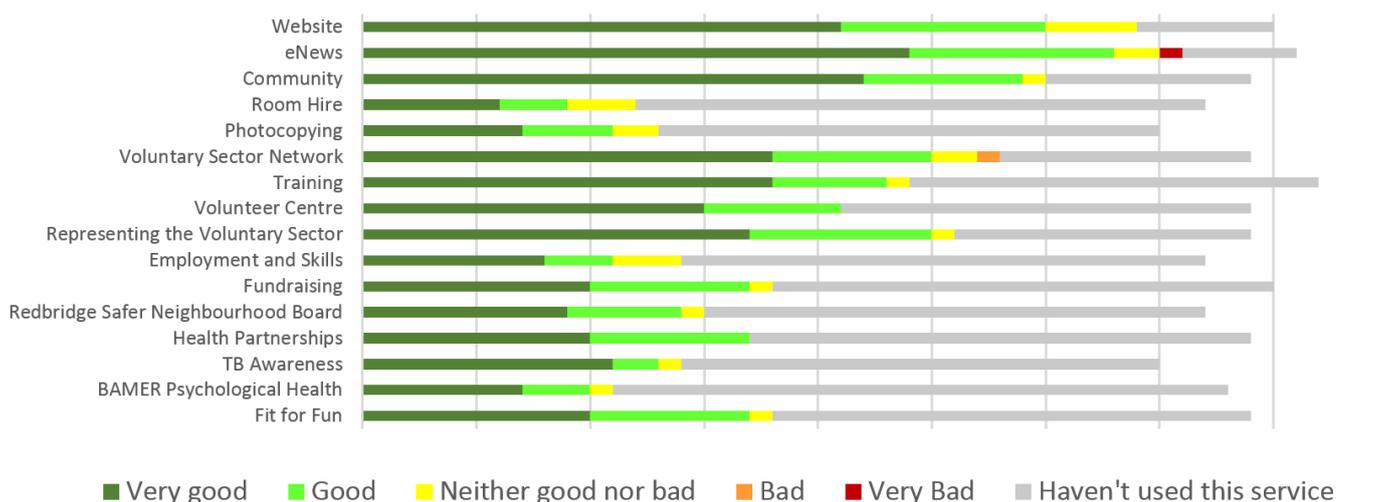
## What do you think of RedbridgeCVS overall?

Just over two-thirds of people felt we represent the sector well in meetings with the public sector, a slight increase over last year. We were pleased to see more people saying that RedbridgeCVS understood the needs of small community groups – up to 79 percent from 63 percent. More people also felt no other group did what RedbridgeCVS does, rising from 58% to 65%.

## The Compact and the public sector

The Redbridge Compact is an agreement between voluntary and public sector bodies. Last year more than 2 out of 5 groups had used the Compact to put things right in their relationship with a public sector body – this year fewer than 1 in 5 did so. **We’ll work to remind people of the Compact and how to use it to maintain good relationships with the public sector.**

Last year, some group said their relationship with public sector bodies had got better: none said it had got worse. This year, the picture is more mixed. 24 percent of groups said their relationship with Redbridge Council was better, but 12 percent said it was worse: 12 percent said their relationship with the CCG had improved, but the same number said it wasn’t as good as before. 1 in 10 groups said their relationship with NELFT or BHRUT was worse. **We’ll continue to discuss with partners, especially in the NHS, how they can improve their working relationships with local community groups.**



# We've finished moving (well... almost...)

**On 23 August, RedbridgeCVS moved from our old office in Clements Road to new offices in Cranbrook Road.**

Unfortunately, there have been some delays with the building work to refurbish our new offices. So at the moment we're in temporary accommodation on the third floor, and we're expecting to move to our permanent new location on the first floor in September. Please bear with us through a little more disruption.

## We're giving away furniture and equipment

Our new office is smaller than the old one, so we aren't taking all of our furniture and equipment – and we're donating what's left behind to local community groups and charities. As well as desks, chairs and bookcases there's a fridge and a dishwasher.

You can come and see what's available on Monday 4 September from 12 noon to 4pm at Forest House, 16-20 Clements Road, Ilford IG1 1BA. You don't need to take items with you

then, but you will need to collect them by 15 September.

For more information, ring Lynette on 020 3874 4136.

## Voluntary Sector Network Meetings

These meetings will now take place in the

**York Room  
Redbridge Central Library  
Clements Rd  
Ilford  
IG1 1EA**

The dates of the meetings have also changed. Meetings will take place on the second Wednesday of the month (except December):

- **Wednesday 13 September**
- **Wednesday 11 October**
- **Wednesday 8 November**
- **Wednesday 20 December**



# RedbridgeCVS



## Contact details

103 Cranbrook Road  
Ilford  
IG1 4PU

020 8553 1004

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

[www.facebook.com/redbridgecommunity](http://www.facebook.com/redbridgecommunity)

[www.twitter.com/redbridgecvs](http://www.twitter.com/redbridgecvs)

## Staff details

### **Shaweb Ahmed - Community Fundraiser**

020 3874 4137  
[shaweb@redbridgecvs.net](mailto:shaweb@redbridgecvs.net)

### **Tracy Andrews - Fit for Fun Project Manager**

020 3874 4134  
[tracy@redbridgecvs.net](mailto:tracy@redbridgecvs.net)

### **Shahida Begum - Social Prescribing, Health & Wellbeing Coordinator**

020 3874 4132  
[shahida@redbridgecvs.net](mailto:shahida@redbridgecvs.net)

### **Alice Browne - Volunteering Development Coordinator** (from 4 September 2017)

020 3874 4139  
[aliceb@redbridgecvs.net](mailto:aliceb@redbridgecvs.net)

### **Martyne Callender - Employment and Skills Team Manager**

020 3874 4129  
[martyne@redbridgecvs.net](mailto:martyne@redbridgecvs.net)

### **Jono Callender - Employment Adviser**

020 3874 4128  
[jono@redbridgecvs.net](mailto:jono@redbridgecvs.net)

### **Shaida Dar - Performance/Claims Manager**

020 3874 4130  
[shaida@redbridgecvs.net](mailto:shaida@redbridgecvs.net)

### **Ross Diamond - Chief Executive Officer**

020 3874 4143  
[ross@redbridgecvs.net](mailto:ross@redbridgecvs.net)

### **Lynette Jackman - Office Coordinator and Administrator**

020 3874 4136  
[lynette@redbridgecvs.net](mailto:lynette@redbridgecvs.net)

### **Dipa Kotecha - Fit for Fun Outreach Worker**

020 3874 4131  
[dipa@redbridgecvs.net](mailto:dipa@redbridgecvs.net)

### **Dipa Kotecha - Project Support Assistant, Employment and Skills Team**

020 3874 4127  
[dipa1@redbridgecvs.net](mailto:dipa1@redbridgecvs.net)

### **Trish O'Hanlon - Training Manager**

020 3874 4138  
[trish@redbridgecvs.net](mailto:trish@redbridgecvs.net)

### **Armenella Peake - Employment Adviser**

020 3874 4126  
[armenella@redbridgecvs.net](mailto:armenella@redbridgecvs.net)

### **Liz Pearce - Operations Manager**

020 3874 4144  
[liz@redbridgecvs.net](mailto:liz@redbridgecvs.net)

### **Maria Polcicova - Volunteering Brokerage Assistant**

020 3874 4141  
[maria@redbridgecvs.net](mailto:maria@redbridgecvs.net)

### **Harjit Sangha - Finance Manager**

020 3874 4145  
[harjit@redbridgecvs.net](mailto:harjit@redbridgecvs.net)

### **Jyoti Tandel - Finance Assistant**

020 3874 4146  
[jt@redbridgecvs.net](mailto:jt@redbridgecvs.net)

### **Bojana Vojinovic - Volunteering Brokerage Coordinator**

020 3874 4140  
[bojana@redbridgecvs.net](mailto:bojana@redbridgecvs.net)

### **Swati Vyas - Health Partnerships Manager**

020 3874 4133  
[swati@redbridgecvs.net](mailto:swati@redbridgecvs.net)

### **Colin Wilson - Information Officer**

020 3874 4135  
[colin@redbridgecvs.net](mailto:colin@redbridgecvs.net)

# Hundreds Attend Community Day

Our Community Day on 3 August included stalls from over 40 voluntary groups and public sector services, keep fit, face painting, music, firefighters and a giant inflatable bowl!

Thanks to everyone who made the day such a success, including the Mayor of Redbridge, and thanks to Redbridge Safer Neighbourhood Board for funding the event.



You're never too young to keep fit!



Face painting and henna patterns



The Mayor chats with Redbridge Forum



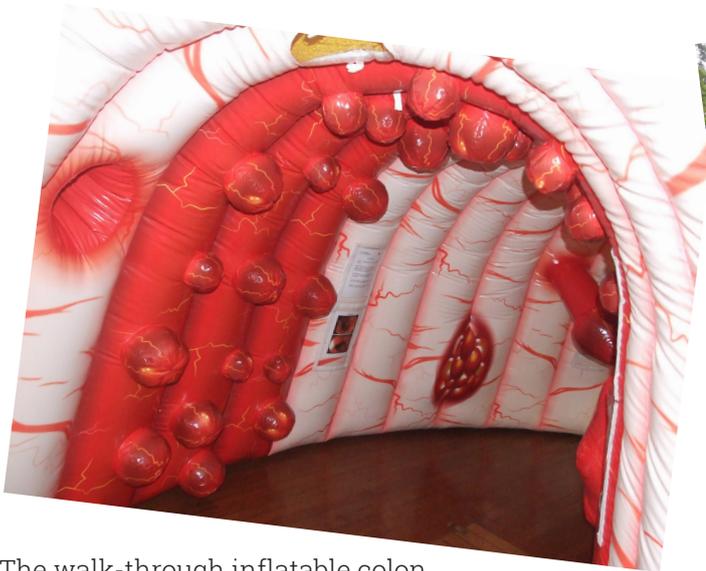
Voluntary group stalls



Entertainment from Redbridge Music Lounge



The Mayor meets a police horse



The walk-through inflatable colon raised awareness of bowel disease



A young firefighter



Firefighters demonstrate freeing someone from a wrecked car



The Mayor welcomes everyone to the event

# Older People's Week

**The week lasts from 1 to 6 October.**

The programme includes:

- a play for people with dementia
- a comedy performance
- Wes Streeting MP launches Eastside Community Heritage's two exhibitions of Jewish History and Life
- "Silver Tuesday" at Redbridge Central Library includes yoga, reminiscence session and stalls by NHS and voluntary groups
- Poetry workshop
- Learn how to make Thai food
- Cultural event at the Punjabi Centre
- A musical afternoon in Hainault

And that's not all – for more details download the full programme from [www.bit.ly/olderpeople2017](http://www.bit.ly/olderpeople2017)



The Garden, an immersive performance for people with dementia and their carers, created by participatory arts company Spare Tyre.

## RedbridgeCVS Training Book This Week and Save!

**We've launched our schedule of courses for 2017-18. Book by 8 September and save 20 percent!**

Our schedule for the year includes 21 courses, including:

- Safeguarding adults
- Safeguarding children and young people
- Emergency first aid at work
- Creating a fundraising strategy
- What you need to know if you're a board member

Most sessions are Essentials courses, with quality guaranteed by an independent watchdog. The courses will still take place in small, friendly groups, most of them at our new base at 103 Cranbrook Road.

### Two new ways to save

If you book by 8 September, you get 20 percent off the cost of the course – so book now!

If you book more than four weeks before the course, you get our Early Bird Discount of 15%.

For more information, go to

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



# Funding Diary

## Grants to promote human dignity and rights

The AB Charitable Trust awards grants to registered charities that seek to promote and defend human dignity and human rights. The Trust is particularly focussed on charities supporting unpopular causes reaching the most vulnerable and marginalised in society, for example prisoners and penal reform; migrants, refugees and asylum seekers; and human rights, particularly access to justice. Most grants are between £10,000 and £20,000.

**More information:** [www.bit.ly/2q22wsPU](http://www.bit.ly/2q22wsPU)  
**Closing date:** Friday 15 September

## Helping homeless people

Help the Homeless makes grants of up to £5,000 to small and medium sized charitable organisations (with a turnover of less than £1million) whose aim is to help homeless people return to the community and enabling them to resume a normal life.

**More information:** [www.bit.ly/Vjd9iy](http://www.bit.ly/Vjd9iy)  
**Closing date:** Friday 15 September

## Supporting unpopular causes

The Hilden Charitable Fund makes grants to projects that address disadvantage, and supports causes which are less popular. In particular, the Fund wants to support projects that address homelessness; supports asylum seekers and refugees; supports community based initiatives for disadvantaged young people; or centre on penal affairs. The average grant awarded is £5,000 and preference is given to supporting small community organisations with an income of less than £500,000 per year.

**More information:** [www.bit.ly/zbaa2yhk](http://www.bit.ly/zbaa2yhk)  
**Closing date:** Friday 15 September

## Stopping hate crimes

Established non-profit organisations, working in partnership with other organisations, are invited to apply for grants of up to £50,000 for projects that help to prevent hate crime and address associated issues. The aim of the fund is to work with affected communities to fund the development of partnership projects that prevent and/or respond to hate crime in local communities, increase reporting; improve support for victims and build understanding of hate crime. All invoices for the work must be submitted for payment by 31 March 2018.

**More information:** [www.bit.ly/2d9tnppx](http://www.bit.ly/2d9tnppx)  
**Closing date:** Friday 15 September

## Jewish life and learning

The Wingate Foundation aims to encourage Jewish cultural, academic and educational life so as to enhance the Jewish contribution to the life of the wider community. Applications are welcomed from organisations able to demonstrate a record in inter-faith dialogue in the promotion of reconciliation between Jews in Israel and their Arab neighbours and the encouragement of liberal values in both communities.

**More information:** [www.bit.ly/77sAp4ZN](http://www.bit.ly/77sAp4ZN)  
**Closing date:** Wednesday 20 September

## Work around drugs and alcohol

The Fund is available across London for work which supports people affected by drug and alcohol addiction, and their families. Applications must address the prevention of alcohol problems; support services for people with problems and their families; and/or helping people with drug and alcohol problems to feel part of their community and preventing people from becoming socially excluded.

**More information:** [www.bit.ly/2w6dfQcf](http://www.bit.ly/2w6dfQcf)  
**Closing date:** Friday 22 September

## More information

Full information about all of these opportunities is available in the Members' area of our website. Log in and go to the menu headed For Members. If your organisation isn't a member yet, it's free to join. For more information go to [www.redbridgecvs.net/members](http://www.redbridgecvs.net/members)

## RedbridgeCVS exists to support voluntary and community groups in the London Borough of Redbridge.

### RedbridgeCVS is a charity which exists to support other local voluntary groups. Our services include:

- **information** about local groups, events, jobs and funding, delivered through our website, our weekly email newsletter and our bimonthly publication Community
- support with **fundraising** and help for local groups to get organised and develop
- **training** on the topics that are really important for small groups, in small, friendly groups, with discounts the more you book
- help from Volunteer Centre Redbridge with **finding volunteers** for your group, and helping your group to work with them effectively
- **representing** voluntary groups in meetings with bodies like Redbridge Council and the NHS
- **meetings** where you can get to know other local groups and share best practice
- **advice** about the policies and procedures you need, and how to plan your work
- affordable and good-quality **room hire** and **photocopying**
- projects to help local communities improve their **health and fitness**

---

## Join RedbridgeCVS

Membership is free: we invite all community groups to join if they are based in Redbridge or work with Redbridge people. Some of our services are only available to members, and members get a discount on fees, such as those for training or room hire.

## More about RedbridgeCVS

See our website at

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

or ring us on

**020 8553 1004**