

# RedbridgeCVS

# Annual

# Report

## 2011-12



# 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.



Public and voluntary sector partners at the signing of the updated Redbridge Compact

# Welcome from the Chair

The country's economic problems impacted on RedbridgeCVS this year and our income was reduced by over one third! Despite this, we achieved all of our funders' targets and secured both extended and new funding for projects during 2012/2013 and beyond.

This year saw closer engagement with our partners and clients, and we appreciate the support that we have received from our Local Authority (LBR) and NHS Redbridge, and our other stakeholders, who have also all suffered greatly from the harsh financial environment.

Internally we needed to make changes to our management structure, as a result of our Chief Officer's sabbatical. This saw our day to day management shared between Harjit Sangha, Liz Pearce and Tasmin Ibqal. My fellow trustees and I wish to place on record our appreciation of a job well done by them.

We are particularly delighted to have been able to deliver the full service of a Volunteer Centre in Redbridge for the first time, and we offer our congratulations to Liz Walker and Bojana Vojinovic for achieving Voluntary Centre Accreditation Status in record time.

Last, but by no means least, I thank my fellow trustees for their input and strong support, and offer thanks to every member of staff and every volunteer, who have all contributed so much to our continued success during the past year.

**Brian Spinks**  
**Chair of Trustees**



# Voluntary Groups in Redbridge

These reports from "Community" highlight some of the main issues facing local community groups in the last year. They also give an idea of the scope and diversity of the voluntary sector, and its importance to community life in Redbridge.



## Royal recognition for local voluntary groups

Two Redbridge voluntary organisations were honoured by the Queen this year for their work in the local community. Awaaz, pictured left, supports disadvantaged women, while Redbridge Voluntary Care provides help with shopping, collecting prescriptions, visiting lonely residents and providing transport. The group has been active for 38 years – their volunteers are on duty 24 hours a day, 365 days a year.



## A stronger partnership with the public sector

The revised Redbridge Compact came into force in November 2011: our picture shows the Chair of RedbridgeCVS with the Mayor of Redbridge at the launch event. The new Compact helps voluntary and statutory groups work together by setting out principles covering collaboration, volunteering and funding. The Compact is short and easy to use, and supported by Compact Champions including the Mayor.





## Thousands of volunteers supporting local services

This year, when local mental health charity Anxiety Care was forced to close by funding problems, volunteers stepped in to keep some services going – just one example of the vital services volunteers provide. Community safety organisation Victim Support recognised the work of their volunteers in June – at a ceremony during Volunteers' Week they presented each of them with a certificate.



## Working for equality between all our communities

Diversity is a key strength of Redbridge. Voluntary groups frequently work with groups facing social exclusion, doing what they can to ensure that everyone in the borough has access to services, and is able to make their voice heard. Redbridge Forum provides services for people with a learning disability, including trips to the seaside and theme parks for children and their families.



## Making sure local voices are heard

In March 2011 Redbridge Council decided to sell the Downshall Centre in Seven Kings, home to many voluntary groups. Groups found out about the plans only a week before the Council's final decision. RedbridgeCVS worked with the groups, supporting them in moving premises and in discussions with the Council. By the autumn many groups were in new premises, though they all experienced serious disruption.



## Responding to health service changes

Dozens of local voluntary organisations provide health and care services on very limited funding, and are uniquely well-placed to get messages about healthy living to different communities. So there was widespread interest and concern about the proposed changes to the NHS, but also interest in opportunities for voluntary groups. Over 80 people attended a meeting at RedbridgeCVS in April 2011 and discussed the changes with NHS managers.



## Raising much-needed funds in a recession

Community groups have faced a tough financial climate this year – but are always inventive when it comes to fundraising. Staff from Newbridge School, which works with disabled children, have sat in baths full of custard to raise money. This year the Parents and Friends Association was one of the Mayor's charities, with fundraising events from a night out at Romford dog track to a champagne tea party.



## Getting ready for the 2012 Games

As the year ended in March 2012 the Games were on the horizon. Thousands of people had applied for the volunteer positions which played such a part in the Games' success. Redbridge Council was working with Volunteer Centre Redbridge to recruit 250 volunteers as local ambassadors. And organisations were making plans to deliver services flexibly, so avoiding problems on the roads and public transport.

# Round Up of the Year

The last year has been one of transition for us as government policies have shifted towards self sufficiency for second tier organisations with the Transforming Local Infrastructure programme. A lot of effort has been put into securing new income streams and we have been particularly successful in the skills and employment area.

Locally we remain part of the Borough's Strategic Partners' Programme and continue to receive funding from the PCT for key projects in mental health, prevention and community engagement.

Despite the pressures of change we have continued to deliver to target in our traditional areas of activity and have good working relationships with the Police where we host the Community Engagement Group.

We remain active in the training area and our main aim of representing the voluntary sector with statutory partners. Part of this is the provision of an information service which keeps the voluntary sector up-to-date with training opportunities and events but we also hold monthly Network meetings which give us "live" feedback on the sector's views.

I would like to take this opportunity to thank all our funders with whom we have a developing relationship – it's not just about money.

Finally, on a personal note, I have covered the Chief Officer role for a year as Executive Vice-Chair: this has only been possible with the support of all staff members and fellow trustees. Everyone deserves a vote of thanks from me for their flexibility, hard work and understanding.

**Neil Zammett**  
**Executive Vice-Chair**





# Achievements

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

The key activities of the charity during the year were:

1. Delivering development work and capacity building support to local small and medium-sized voluntary and community groups
2. Supporting, and advocating on behalf of, local voluntary organisations affected by the closure of the Downshall Community Centre
3. Hosting monthly Redbridge Voluntary Sector Network meetings
4. Producing a bi-monthly newsletter, *Community*, distributed to over 400 local groups
5. Producing over 50 email bulletins, sent to over 400 local voluntary and community groups and agencies
6. Helping local organisations to prepare and plan for the impact of the 2012 Games on their services and members
7. Helping a range of groups with successful funding applications
8. Delivering accredited and unaccredited training to local voluntary and community groups
9. Achieving Volunteer England accreditation for a delivering the services of a fully operational Volunteer Centre
10. Hosting the Redbridge LINK (Local Involvement Network), a health and social care public involvement project
11. 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
12. Securing funding from the Skills Funding Agency's Neighbourhood Learning for Deprived Communities (NLDC) programme via Redbridge Institute for Adult Education, enabling us to deliver a range of training and support services to groups, including those working with volunteers
13. Managing a sub-regional training and contract management consortium, East Tenders, funded by ESF/London Councils



Volunteers from Melting Pot lunch club with Mayor of London Boris Johnson



Members of the public attend a public meeting to keep services at King George Hospital



and local authorities to deliver information, advice and guidance, job brokerage and training to over 600 people across six London boroughs

14. Playing the role of “Compact Champion” to ensure the positive use of the local Compact and to oversee the development of a revised Compact for Redbridge
15. 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
16. Providing and maintaining a database of all known voluntary and community groups in Redbridge
17. Playing an active part in the East London CVS Network
18. Hosting a member of staff on behalf of the East London CVS Network to assist voluntary and community organisations and their members to cope with the digital switchover

19. Providing information services including a library, internet access and individual support to voluntary and community organisations in Redbridge
20. Providing a multi-purpose website, including an online directory of local voluntary and community groups
21. Hosting a Mental Health (BAME) Community Development Worker, funded by NHS Redbridge
22. Hosting a Health Volunteer Officer, funded by NHS Redbridge, to support increasing use of volunteers by local NHS bodies
23. Hosting a Health Partnerships Officer, to enhance the relationships between local voluntary and community groups and local NHS services and commissioners
24. Hosting the Redbridge Police Community Engagement Group, in partnership with the Metropolitan Police Authority
25. Playing an active role in providing timely, accurate, information during and following the August riots, and producing the Redbridge Community Statement signed by around 200 organisations and individuals



Service users at the Centre for Independent and Inclusive Living plan the group's work



Arts group Redbridge Music Lounge perform at many community events

# BASIS

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

**Maddy Edwards**  
Development Coach

Ten more groups were selected for the third and final year of the lottery funded BASIS programme. The groups were chosen to reflect the diversity of the sector in Redbridge:

## **Groups working with women and children affected by domestic violence**

- Aanchal Women's Aid
- RAADA (Redbridge Action Against Domestic Abuse)

## **Luncheon clubs serving different communities in the borough**

- Melting Pot
- RDWWA (Redbridge Disabled Women's Welfare Association)
- RIWA (Redbridge Indian Welfare Association)

## **New and emerging groups**

- Redbridge Somali Family Centre
- Iranian Cultural Community
- Ubuntu Arts

## **Well established groups ripe for development**

- ASnet (Arthritis Support Network);
- Somali Welfare Trust

All groups are making good progress towards the goals set at the beginning of the year.

The three year programme, and particularly the specific type of intensive support and interventions that have been used, will be evaluated by an independent consultant and his report will be made available at the RedbridgeCVS AGM. Please look out for it!

**“Ubuntu Arts are now clear about our values – we are able to express ourselves confidently. We have been taught how to plan a project and apply for funding. As a group we are stronger.”**

**Fozia Hussain, Ubuntu Arts**

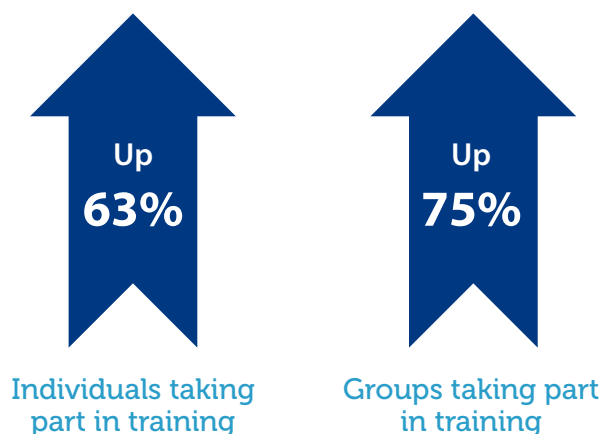


BASIS groups discuss issues during a 'Connect Forum', the networking sessions set up for BASIS groups to share learning

# Training

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

Trish Mossey  
Training Manager



“It was practical, focused and interactive.”

“The presenters knew how to make the material accessible.”

“The whole training has been a very good experience. I feel I am better equipped to deal with issues in my organisation.”

RedbridgeCVS training continues to prove a popular service and attracts a wide range of voluntary and community groups to the many and varied courses we offer. This year we provided over 30 training sessions to a staggering 456 individuals from 101 different organisations. Some of these are listed below:

## Accredited Courses

- Recruiting & Selecting Volunteers
- Supporting & Developing Volunteers
- Emergency First Aid at Work
- Health & Safety
- Basic Seated Physical Activity

## Unaccredited Courses

- 10 ICT Tools You Shouldn't be Without!
- Assertiveness & Confidence Building Skills
- Commissioning – Are You Ready?
- Confidentiality
- Demonstrating the Value of Volunteering
- Developing Effective Chairing Skills
- Disability: Awareness, Equality and Inclusion
- Introduction to Powerpoint
- Introduction to Social Enterprise Workshop
- Introduction to Volunteer Supervision
- Listening & Communication Skills
- Managing ICT in your organisation
- Marketing
- Monitoring & Evaluation Workshop
- Public Law & Compact
- Roles & Responsibilities of Charity Trustees
- Understanding Partnerships
- Website Design
- Writing Effective Funding Applications

Most of this training was provided through the 3-year Big Lottery (BASIS) grant whilst additional training was delivered through NLDC funding and other projects within RedbridgeCVS.

Delegates continue to feed back very positive comments, both immediately after training and also through our 3-month follow-up questionnaire. The increase in the number of individuals and organisations attending training this year demonstrates the value the voluntary and community sector in Redbridge puts in training and development and their enthusiasm and eagerness to continue their learning.



# Information Services

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

Colin Wilson  
Information Officer

## Website

We relaunched our website this year, simplifying the design so that information was easier to find. We also added new content areas: the *Your Organisation* section includes information about how to run a voluntary organisation, while *What We Do* outlines the services RedbridgeCVS provides.

## Funding information

We have responded to more requests for funding information thanks to a subscription to Grants Online funded by Redbridge Council. This has allowed us to add a new funding opportunity to the website almost every week.

## Community

Our bi-monthly magazine ensured that groups were informed about issues such as changes to the NHS and preparations for the Olympics and Paralympics. We also provided information on the impact of the recession, and on the community response to the riots. And there was good news too, as the Queen honoured local groups Redbridge Voluntary Care and Awaaz Voice of Women.

## Database

We have started working with professional database developers to create a new system. The new database will allow us to work more efficiently, gain an overall picture of the work our different projects do with each organisation we support, liaise more effectively with other organisations, and improve the quality of information we can contribute to policy development.

## eNews

Our weekly email bulletin is received by over 790 people, and summarises the information added to the website in the previous week, including news from RedbridgeCVS, from local groups and from public sector partners. eNews also includes information about forthcoming events, particularly local training courses, approaching funding deadlines and local voluntary sector jobs.



Community celebrates groups' successes, and promotes a community response to the riots

# Psychological Health

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

Nisema Patel  
BAME Psychological Health  
Community Development  
Officer

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

It aims to:

- Support effective commissioning in psychological health
- Promote psychological health equalities
- Improve care pathways
- Promote psychological wellbeing
- Improve access to talking therapies
- Promote social inclusion

## Supporting the NHS

The project introduced to the North East London NHS Foundation Trust's chaplaincy service local faith and community leaders who had been trained in the Western model of psychological health so they could support the most vulnerable in our communities.

Our BAME Psychological Health Network is a hub for over ninety faith and community leaders with an interest in psychological wellbeing, allowing NHS staff to consult and learn about the needs of diverse local communities.

## Building Social Capital/Meeting Local Needs

The report *Building a case for Equality: evaluation of access to talking therapies for the BAME communities of Redbridge* was compiled based on the views of 500 BAME local residents. It looked at how local services met community needs, and at what barriers to access existed. The report will be used by commissioners to help design inclusive services.

## Next Steps

We will be raising awareness on access to dementia services in Redbridge. Faith and community leaders will be educated around crisis situations and pathway to support. A counselling skills and theory programme will be designed and delivered to local faith and community leaders.



Faith communities at psychological health training sessions

# Health Partnerships

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

Swati Vyas  
Health Partnerships Officer



Home Start Redbridge, providing support for families with children aged under five

Amid widespread change in the NHS, the project continued building partnerships between the voluntary sector, NHS and GP Consortium.

## Community health needs

We gathered feedback from groups working with diverse communities about the quality of NHS translation and interpretation services.

## Gathering evidence of community health interventions

We organised workshops around monitoring and evaluation; helped groups analyse findings from user satisfaction surveys; supported groups to input into the NHS Health Analytics toolkit on voluntary sector services and to use information about people not registered with GPs.

## Promoting voluntary sector health initiatives

We produced “Our Health in Our Hands”, a compilation of case studies of voluntary sector health and care services, to raise awareness of their impact on local health and well-being.

## Representation on health forums

We represented the sector at NHS forums looking at maternity services, cancer screening, Joint Strategic Needs Assessment and the Equality Delivery System. We provided input on NHS ONEL’s Commissioning Strategy Plan and on its future model of patient and public engagement.

## Enhanced communication between voluntary sector and the NHS

We published health-focused articles in our e-news and newsletter; held a well-attended meeting of groups, health commissioners and Redbridge GP Consortium; facilitated consultations on Primary Care Strategy; and presented to local GPs on the work of Redbridge voluntary groups on health and well-being.

## Increasing uptake of health promotion programmes

We supported groups to hold events to raise awareness on a range of health issues; raised awareness on Patient Participation Groups at GP surgeries amongst local voluntary groups.



# Fit for Fun

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

Tracy Andrews

Fit for Fun Project Coordinator

“Brilliant, really enjoy it. If it wasn't on would not be coming out the house.”

“I have arthritis but the sessions help me a lot and are helpful. I can't do all the exercises but I do some movements and the instructor helps me.”

“I feel much better after doing these classes. Can do the garden much better as I can bend down more and am more flexible and happier in myself.”

Fit for Fun offers people of all ages in Redbridge free and fun fitness and exercise sessions, with the groups picking their own activity to help them improve their health and well-being.

Any voluntary or community group can take part in this flexible scheme which provides them with a vetted and qualified instructor to help them in their chosen activity.

This is the fourth year we have run the Fit for Fun programme, and over 2000 participants from around 160 groups have benefited so far. They have ranged in age from five years old to those in their nineties.

Over the past 12 months boxercise, Zumba and chair based exercise have been the most popular activities chosen by groups.

Groups are helped to carry on exercising after the 20 week period. This year 56 members of groups took part in accredited and non-accredited courses to train them to be instructors of Seated Physical Activity sessions.

The monitoring and evaluation outcome results show that participants have improved their fitness levels and the positive feedback we have received from groups really proves how successful the project has been.

We welcome applications from voluntary and community groups who want to take part in this fun project.



Melting Pot, an African Caribbean lunch club, take inspiration from Usain Bolt!

# Volunteer Centre Redbridge

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

Liz Walker  
Manager  
Volunteer Centre Redbridge

With two members of staff and a dedicated team of volunteers, Volunteer Centre Redbridge has been able to support unprecedented numbers of potential volunteers and organisations during 2011-2012.

- **Support to individuals and organisations**

We have provided information, advice and guidance to over 2,000 individuals and begun working with 37 new volunteer-involving organisations.

- **Introduction to Volunteering workshops**

Bojana has developed and successfully run eight 'Introduction to Volunteering' workshops, informing those new to volunteering about their rights and responsibilities as well as how best to seek appropriate roles.

- **Increasing number of volunteering opportunities**

Liz has worked with voluntary and community organisations of all sizes and with the statutory sector to treble the number of volunteering opportunities on offer.

- **Providing bespoke guidance to organisations**

Liz has also provided bespoke guidance on policies and procedures to a range of organisations, including RCHL, Training 4 Transition and, thanks to funding from Team London, Vision Redbridge Library Service, who are developing 100 new volunteering opportunities in libraries across the borough.

## A Recognised Volunteer Centre

One of the year's highlights was gaining Volunteering England's prestigious kite mark Volunteer Centre Quality Accreditation, which entitles us to use the logo on the left. Volunteer Centres with this accreditation are recognised as centres of excellence in all aspects of volunteer management.



The evidence submitted must demonstrate a high standard in the delivery of the six core functions of a Volunteer Centre:

- Brokerage
- Marketing Volunteering
- Good Practice Development
- Developing Volunteering Opportunities
- Policy Response
- Campaigning and Strategic Development of Volunteering

### Thanks to Our Own Volunteers

We would like to take this opportunity to thank our brilliant volunteers:

- Ranjini Arasasingham
- Neringa Danylaite
- Nilda Dias
- Janice Eglin
- David Okun
- Lynne Rochford
- Linda Smith
- Mubeena Yusuf

We're also grateful to Nirosha Rampersad, Future Jobs Fund employee, who left in June 2011. Without their hard work, commitment and good humour, we could not have achieved so much this year.



Shpresa, a volunteer-led group, shares health information with Albanian speakers



Dorothy Hart receives the Queen's Award for Voluntary Service for Redbridge Voluntary Care



Volunteers from Arthritis Self-Help Network meet Mayor of London Boris Johnson



Awaaz volunteers mark International Women's Day with Cllr Maravala



# Partnerships

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

Ross Diamond  
Chief Officer

“A small group of us from both sides of the partnership put in a good deal of work to get the Compact into its revised form. I think it is much improved. It was good to work together and for me to gain a better understanding of how different constraints bear upon our different public sector partners. Hopefully there was an ‘understanding transfer’ in the opposite direction too!”

John Garlick, Age UK Redbridge and PaVSP member

## The Redbridge Compact

The Compact is an agreement between public sector bodies and the voluntary and community sector. In 2011 the Compact was significantly revised. It is often said that the contents of a Compact document are significantly less important than the commitment and actions of signatories in embedding and implementing it. However, in this case both the document and the processes for creating and implementing it have led to genuine improvements.

The new Redbridge Compact goes beyond stating principles and aspires to help anyone reading it to appreciate the importance of effective relations between sectors, and what both gain from their commitment to the Compact.

## Public and Voluntary Sectors' Partnership (PaVSP)

The partnership comprises Councillors, elected voluntary sector representatives and nominees from the NHS, Police and Fire Services. Its main work for the year was in preparing the revised Compact, discussing ways that we might make Redbridge a Bigger Society, and how the partners might mitigate the impact of the difficult financial environment in which all partners found themselves.

## Redbridge Strategic Partnership

The Redbridge Strategic Partnership brings together a range of public and voluntary sector agencies and RedbridgeCVS sits on its Public Service Board, as well as chairing its Assembly (which acts as a sounding board for the voluntary sector in the Partnership) and its Working Groups on Big Society and Community Cohesion.

# RPCEG

## Redbridge Police Community Engagement Group

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

Liz Pearce  
RPCEG Coordinator

The RPCEG is funded by the Mayor's Office for Policing & Crime (MOPAC) and exists to provide constructive input to local policing and community safety issues, and engage with the Police and local authority about their performance.

The group has a membership of twenty voluntary and community sector organisations, and Safer Neighbourhood Panel and Police Independent Advisory Group representatives. It is attended by Councillors, senior Police and Council Officers.

The group holds four public meetings a year. During the course of this year presentations have included:

- Responding to the civil unrest in August by setting up RedCAP (Redbridge Community Action Project) and supporting the Redbridge Community Statement
- Discussed the issues surrounding the problems caused by squatters
- Heard about the work of the Safer Neighbourhood Teams
- Learned more about the work of the schools Police Officers

Each meeting receives updates from the Police and local authority about their latest performance levels.

In addition to the main group, there is also a Stop and Search monitoring group which meets on a quarterly basis to analyse the latest information on Stop and Search in the borough and monitor the trends in it. Members accompany Police Officers during specific operations to see for themselves how the powers are put into practice in Redbridge.

We welcome all people who live or work in the London Borough of Redbridge to attend our meetings.



## Redbridge Community Action Project

# RedbridgeLINK

## Redbridge Local Involvement Network

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

Cathy Turland  
RedbridgeLINK Manager



Members of the public and health professionals discuss concerns about maternity services at Queen's Hospital

Redbridge LINK is a network for local people to share their views on health and social care issues. It is hosted by RedbridgeCVS.

This year saw RedbridgeLINK gain Healthwatch Pathfinder status. This meant that we have spent a large part of the year getting ready for the transition to Healthwatch Redbridge next year.

Many Redbridge residents took part in a series of focus groups to tell us what they would expect a local Healthwatch to provide. In March, we facilitated a public event resulting in a report 'A Vision for Local Healthwatch in Redbridge'.

To support the transition arrangements, we restructured our management team and created a Management Board to make us ready for Healthwatch. It was also agreed Board numbers would be reduced from 20 to 15. This new structure included members having responsibility for areas such as policy, finance, strategy and communications.

We have worked in partnership with local statutory and voluntary organisations on the Ageing Well Project. RedbridgeLINK led on developing links with sheltered housing schemes, culminating in a national report. The project was so successful that we are now developing a sustainable scheme.

A tremendous challenge for local residents has been concerns over the service provision relating to our local Hospital Trust (BHRUT). RedbridgeLINK has been working to ensure residents' voices are heard and that improvements continue to be made to Accident & Emergency (A&E), inpatient and maternity services.

We currently have over 1700 individual members and 192 organisations.



# East Tenders

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

**Martyne Callender**  
East Tenders Employment and Skills Manager

“ I would never have had the confidence to apply for this position if I hadn't had the encouragement and support from East Tenders staff. I have learnt so much from the role and have started a PTTLs course and IAG Level 3 NVQ to help me develop in my job.”

**Baljit Kaur**, a parent who received support from East Tenders after being out of work for over a year, who now works as an Apprentice Projects Officer

East Tenders is an East London consortium of employment and skills providers, hosted by RedbridgeCVS. Its main area of work is contract management and partnership development.

Since March 2011, East Tenders has successfully tendered for welfare-to-work contracts in partnership with third sector providers.

East Tenders has reduced its membership to those third sector partners currently working with us both formally and informally. We will now liaise with local CVSs to invite third sector organisations to send expressions of interests to us, as and when suitable partnership opportunities arise.

## 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.

In June 2011 Brenda James joined us to work with the Employment & Skills Manager to support delivery of the Stepping Stones project.

To date, we have recruited 169 parents; 101 have received information, advice and guidance and job brokerage support; 30 have completed work placements; 23 have started work; 17 have been in work for 26 weeks and 50 have progressed into further learning. East Tenders will continue to offer support to parents in work until September 2012.

## Jobshop Community Outreach

The Jobshop Community Outreach project aims to engage 2175 residents of Barking & Dagenham. The project is delivered in partnership with Community Links, DABD, Widows & Orphans, Harmony House and Skills Collective.

The project began delivering services on 20 February and by 30 March, 141 people were registered: one had completed a Skills for Life qualification, three had progressed into work and 11 had progressed onto accredited learning.

This contract has enabled the East Tenders team to expand and in January 2012 a former East Tenders volunteer, Shaida Dar, was recruited to work as an Administration and Monitoring Officer. Gian Marco Milazzo was also recruited to work as a Project Coordinator.

# Who We Are

## Board of Trustees 2011-2012

Brian Spinks

Chair



Neil Zammett

Vice-Chair



Ali Qureshi

Treasurer



Ram Bhandari



Bashir Chaudhry



Valerie Cummins



Valrie Gittens

Margaret Wayne

to July 2011

Keith White



Cllr Brian Lambert

Local Authority Observer



## Staff 2011-2012

Ross Diamond

Chief Officer  
(on sabbatical from May 2011)



Harjit Sangha

Finance Manager



Liz Pearce

Operations Manager



Tasnim Iqbal

External Affairs Manager



Tracy Andrews

Fit for Fun Coordinator



Martyne Callender

East Tenders Employment & Skills  
Manager



Shaida Dar

East Tenders Admin/Monitoring  
Officer (from January 2012)



Hardeep Dhillon

Administrator  
(to April 2011)



Maddy Edwards

Development Coach



Brenda James

East Tenders Project  
Coordinator (from June 2011)



**Saffina Masood**

LiNk Outreach Worker



**Bojana Vojinovic**

Volunteering Brokerage Worker



**Gian Marco Milazzo**

East Tenders Project Coordinator  
(from February 2012)



**Swati Vyas**

Health Partnerships Officer



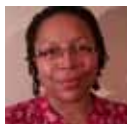
**Elana Mossey**

Administrator  
(May 2011 - December 2011)



**Liz Walker**

Volunteer Centre Manager



**Trish Mossey**

Training Manager



**Luke Wall**

Future Jobs Fund Trainee (to May 2011)

**Nisema Patel**

BAME Psychological Health  
Community Development Worker



**Colin Wilson**

Information Officer



**Shilpa Patel**

LiNk Administrator  
(from January 2012)



**Nirosha Rampersad**

Future Jobs Fund Trainee (to June 2011)



**Jyoti Tandel**

Finance Assistant



**Laura Thistlethwaite**

Administrator/LiNk Information  
Officer



**Cathy Turland**

LiNk Manager

# Volunteers

RedbridgeCVS relies on the assistance provided from our committed and skilled volunteers. Thank you to all of them who have worked with us during the year.

Precious Aboh  
Sanjana Alphonsia  
Ranjini Arasasingham  
Janet Ashmore  
Ann Bertrand  
Harbans Chahal  
Asma Chima  
Neringa Danylaite  
Shaida Dar  
Nilda Dias  
Janice Eglin  
John Elliffe  
Barbara Elster  
Anita Golding  
Philip Grimmer  
Amrita Jagdev  
Alan Kaizer  
Edward Munnangi  
David Okun  
Pallavi Pannalla  
Shilpa Patel  
Anaam Raza  
Lynne Rochford  
Linda Smith  
Hinga Stitcher  
Mubeena Yusuf



Welcome Centre staff and volunteers with Mayor of London Boris Johnson



Home Start Redbridge support families with children aged under five



# 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

Ross Diamond

### Design and production

Colin Wilson



Haven House Children's Hospice cares for children and young people aged up to nineteen



RedbridgeCVS helped voluntary groups relocate from the Downshall Centre

# Accounts

Harjit Sangha  
Finance Manager

## Income and Expenditure Account for the Year Ended 31 March 2012

	2012 £	2011 £
Income	1,073,414	1,692,486
Expenditure	(1,039,636)	(1,555,291)
Income less expenditure	33,778	137,195
Brought forward – beginning of year	660,552	523,357
Carried forward – end of year	694,330	660,552

## Balance Sheet as at 31 March 2012

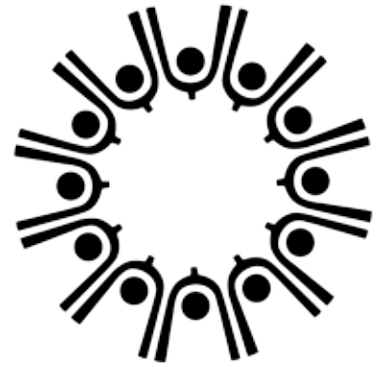
	2012 £	2011 £
<b>Fixed Assets</b>		
Tangible assets	14,810	26,896
<b>Current Assets</b>		
Debtors	43,522	27,231
Cash in bank and at hand	773,322	763,276
	816,844	790,507
Creditors: amounts falling due within one year (137,324)	(156,851)	
Net current assets	679,520	633,656
	694,330	660,552
<b>Reserves</b>		
Restricted funds	473,871	423,701
Unrestricted funds	220,459	236,851
	694,330	660,552

# Statement of Financial Activities for the Year Ended 31 March 2012

	Unrestricted Funds £	Restricted Funds £	Total 2012 £	Total 2011 £
<b>Incoming Resources</b>				
<b>Incoming Resources from Generated Funds</b>				
Generated income	33,297	–	33,297	28,373
Investment income	3,750	–	3,750	3,437
<b>Incoming Resources from Charitable Activities</b>				
Grants	118,031	918,336	1,036,367	1,660,676
Total incoming resources	155,078	918,336	1,073,414	1,692,486
<b>Resources Expended</b>				
<b>Cost of Generating Funds</b>				
Charitable activities:				
Costs in furtherance of charity's objects	164,042	768,014	932,056	1,465,250
Delivery of contracts	–	99,564	99,564	79,039
Governance costs	7,428	588	8,016	11,002
Total resources expended	171,470	868,166	1,039,636	1,555,291
Net incoming resources for the year	(16,392)	50,170	33,778	137,195
Brought forward – beginning of year	236,851	423,701	660,552	523,357
Carried forward – end of year	220,459	473,871	694,330	660,552

The information presented here is extracted from the Trustees' Report and Financial Statements for the Year Ended 31 March 2012. The full report with detailed financial information and the auditor's report is available on our website at [www.redbridgecvs.net](http://www.redbridgecvs.net), or call 020 8553 1004 to have a copy posted to you.

# RedbridgeCVS



3rd floor

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Ilford

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

[@redbridgecvs](https://www.instagram.com/redbridgecvs)

Funded by:



North East London and the City



**MOPAC**

Mayor's Office for  
Policing & Crime

