

RedbridgeCVS



Annual Report 08-09



Mission

To promote and support a strong, effective and independent voluntary and community (third sector) in Redbridge.

[RedbridgeCVS uses the term “third sector” to include all voluntary and community organisations, including charities and other ‘not-for-profit’ groups, including faith-based groups and social enterprises]

Aims

- Redbridge third sector to be strong partners when working with local statutory bodies and promoting a positive vision of Redbridge.
- Redbridge third sector to maintain its independence and flexibility.
- RedbridgeCVS to be a credible and authoritative representative of the third sector.
- RedbridgeCVS to be able to respond to Redbridge third sector support and development needs; enabling Redbridge’s third 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 third sector within the London Borough of Redbridge and across the East London CVS Network.



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Chair's Report

Brian Spinks

2008/9 was a year of many changes and developments in Redbridge – and it was no different for RedbridgeCVS. As well as continuing to deliver a wide range of support to the local voluntary and community sector through newsletters, training courses, networking opportunities, development and capacity building support, etc., we spent much of the year exploring completely new areas of activity and ways of working. These included:

- successfully tendering to deliver the local LINK;
 - establishing the sub-regional East Tenders training consortium;
 - leading the Redbridge ChangeUp Consortium to a successful Big Lottery bid;
- and
- becoming the proud “owners” of a Local Area Agreement Target to increase the amount of volunteering in Redbridge.

This was done alongside the work undertaken by our Trustees, staff, volunteers and stakeholders in drawing up a new Strategic Plan for RedbridgeCVS. The process of developing this new Strategy helped us to reconsider and reconfirm our aims, objectives and purposes, and ensure that our activities continue to focus on achieving these. The full document is available in a variety of formats from the RedbridgeCVS office and in our website, but our overall strategy is best summed up in our Mission Statement:

“To promote and support a strong, effective and independent voluntary and community (third sector) in Redbridge”

We are sure that you will see the fruits of these efforts in this report – and in the years to come.

I would like to record my thanks and appreciation for the work and support of my fellow Trustees and all the members of staff and volunteers who have worked so hard to reach the level of achievement enjoyed during the year here at RedbridgeCVS.



Chief Officers' Report

Ross Diamond

The contents of this Annual Report will, I hope, give you a flavour of the wide range of activities carried out in the voluntary and community sector in Redbridge, and of the many ways that RedbridgeCVS seeks to engage and support these endeavours. The staff, volunteers and Trustees have continued to work hard to ensure that our sector thrives in these difficult times.

From the predictable - such as providing fundraising advice - to the less obvious - such as offering access to free line-dancing and yoga classes, we have supported local voluntary and community groups in all the ways that we can so that they can grow to be all that they aspire to be. Our information, capacity building support and training programmes have continued to be delivered to excellent standards and we are proud of the developments that local groups have made as a result of working with us.

In addition to this direct work, we have also undertaken a lot of strategic work with local partnerships such as the Redbridge ChangeUp consortium and our key statutory sector colleagues. During the year we supported the voluntary and community sector to engage with the Council's grants review, the Local Strategic Partnership's internal structural review and the PCT's Loxford Polyclinic development, as well as through a variety of other forums, such as the Public and Voluntary Sector Partnership. We are also pleased to have taken part in the development of a Compact Champions

Group to help ensure that the Compact signed between the voluntary sector and our partners in the Council, NHS, Police and Fire Service can be fully supported in letter and spirit by all parties. We are also proud to have delivered our first fully accredited "Community Champions" course as part of a wider programme to ensure that the voices of our sector and our communities can be raised clearly and effectively.

As well as developing new initiatives and continuing to deliver our core services, we also said farewell to some projects and friends. Raj Athwal, Roger Backhouse, Michelle Harris, Deepak Kalha, Roxanne Keynejad, Hayley Shenholds and Liz Walker all left us during the year. I would like to thank them all for the contributions they made to our work - and for some of the fun and good humour that can occasionally break out in the office. I would also like to particularly thank my former Job-Share partner, Marcia Samuels, who left during the year, for all the hard work and big smiles that she brought too.



Chief Officers' Report

The work of 2008/9 may best be remembered for the fruits it yields in the years to come. This will include the innovative intensive capacity building programme that the ChangeUp Consortium's Big Lottery BASIS programme will allow us to deliver; the full establishment of the Redbridge LINK to support a wide range of voices to be heard in the planning and delivery of health and social care; the renewed efforts to establish a Volunteer Centre for Redbridge; and the first major contracts to be managed and delivered by the East Tenders project.

These developments have brought new faces to RedbridgeCVS and during the year we were pleased to welcome Ravinder Binning, Tracy Hall -Andrews, Tasnim Iqbal, Trish Mossey, Nisema Patel and Cathy Turland to the staff team.

I would like to thank all the staff, volunteers, Trustees and temps/consultants who worked with us during the year for making RedbridgeCVS the vibrant and exciting place it is.



Achievements for 2008-2009

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

The key achievements of the charity during the year were:

- 1 Delivering development work and capacity building support to small and medium sized voluntary and community groups
- 2 Hosting monthly Redbridge Voluntary Sector Network and Children's Network meetings
- 3 Producing a bi-monthly newsletter, "Community", distributed to over 400 local groups
- 4 Producing a quarterly Children's Network newsletter distributed to over 370 groups
- 5 Producing 58 email bulletins, sent to 900 local voluntary and community groups and agencies
- 6 Helping a range of groups with successful funding applications
- 7 Delivering accredited and unaccredited training to local voluntary and community groups
- 8 Successfully tendering to host, and then successfully launching, the Redbridge LINK (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. This included leading a successful Big Lottery Bid (BASIS) for a project to be delivered in 2009-2013.



- 11 Gaining LSC funds from their Neighbourhood Learning in Deprived Communities (NLDC) programme, enabling us to deliver a range of support services to groups offering training and/or working with volunteers – building on the highly successful LSC funded “Redbridge LEAD” project that came to an end in July 2008
- 12 Launching a new sub-regional training and contract management consortium, East Tenders, and securing funding from LSC and Capacity Builders, as part of the legacy of the LEAD programme
- 13 Completing and launching a revised Compact on relations between a wide range of local statutory bodies and the voluntary/community sector in Redbridge
- 14 Playing the role of “Compact Champion” to ensure the positive use of the local Compact, “Working It Out Together”
- 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 Supporting children’s participation in a range of local developments, including within the Children’s Trust
- 18 Playing an active part in the East London CVS Network
- 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 Playing an active membership role within the ACE (community accountancy scheme) Steering Group
- 22 Delivering accredited and unaccredited training for potential new community representatives, and providing “policy master-classes” for current representatives, through the “Community Voice” programme
- 24 Hosting the Mental Health (BME) Community Development Worker, in partnership with the Redbridge PCT and North East London Foundation Trust
- 25 Establishing and supporting the new Redbridge Police Community Engagement Group, in partnership with the Metropolitan Police Authority
- 26 Producing a new 5 year Strategic Plan for RedbridgeCVS



Finances

Income and Expenditure Account for the Year Ended 31st March 2009

	2009	2008
	£	£
Income	790,662	1,230,986
Expenditure	(685,770)	(1,141,828)
Income less expenditure	104,892	89,158
Brought forward - beginning of year	424,061	334,903
Carried forward - end of year	528,953	424,061

Balance Sheet as at 31st March 2009

	2009	2008
	£	£
Fixed assets		
Tangible assets	2,750	3,756
Current assets		
Debtors	63,349	85,401
Cash at bank and in hand	541,941	546,813
	605,290	632,214
Creditors: amounts falling due within one year	(79,087)	(211,909)
Net current assets	526,203	420,305
	528,953	424,061
Reserves		
Restricted funds	371,218	288,471
Unrestricted funds	157,735	135,590
	528,953	424,061

Finances

Statement of Financial Activities for the Year Ended 31st March 2009

	Unrestricted Funds £	Restricted Funds £	Total 2009 £	Total 2008 £
Incoming resources				
Incoming Resources from generated funds				
Generated Income	3,884	-	3,884	7,718
Investment Income	14,217	-	14,217	17,012
Incoming Resources from charitable activities				
Grants	163,339	609,222	772,561	1,206,256
Total incoming resources	181,440	609,222	790,662	1,230,986
Resources expended				
Cost of generating funds				
Charitable activities:				
Costs in furtherance of charities objects	118,162	553,901	672,063	683,581
Grants payable	-	-	-	447,858
Governance costs	13,119	588	13,707	10,389
Total resources expended	131,281	554,489	685,770	1,141,828
Net incoming resources for the year	50,159	54,733	104,892	89,158
Transfers	(28,014)	28,014	-	-
Brought forward - beginning of year	135,590	288,471	424,061	334,903
Carried forward - end of year	157,735	371,218	528,953	424,061

The information presented here is extracted from the Trustees' Report and Financial Statements for the Year Ended 31st March 2009. The full report with detailed financial information and the auditor's report is available from www.redbridgecvcs.net or call 020 8553 1004 to have a copy posted to you.

Capacity Building

A key component of RedbridgeCVS' offer to the local voluntary sector is help with capacity building support for new and small groups. This can take the form of support with Charity Registration (and consideration of other appropriate legal forms), access to Funderfinder software, and direct support with governance, business planning and fundraising. This was carried through 1 to 1 meetings with our Small Groups Worker, Alex Spaine-Davis, as well as via training courses and signposting to other information and support resources.

During the year 74 groups were given 1 to 1 support, 39 groups were helped with funding applications, and 20 outreach sessions were held, to help us access groups who find it difficult to get to our Ilford office.

In addition, a range of training programmes were delivered – including several that were accredited to Level 2 and 3. Unaccredited courses included:-

- Strategic Planning;
 - Project Management;
 - Practical Fundraising from Grant making Trusts;
 - Developing a Fundraising Strategy;
 - Business Planning;
 - Child Protection;
 - CRB Checks;
 - Events Management;
 - Chairing a Meeting;
 - Self Harm Awareness;
 - Stress and Work; and
- a range of Policy "Masterclasses"

Accredited courses included:

- Preparing to teach in the lifelong learning sector (Level 3);
- Recruiting and Selecting Volunteers; and
- Community Voice (Level 2).

The Community Voice training programme was funded by Redbridge Council as part of its LPSA work. The training – which has been offered in a range of styles and in both accredited and unaccredited forms – aims to find and train a number of local people representing communities and community organisations so that they can fully understand the policy contexts in which they will be operating and so that they can be as effective as possible in raising the voices of local people and communities.

The funding for the Small Groups worker came to an end at the end of 08/09 and we will be striving to offer these services in a range of new ways. This will be helped, in part, by a 3 year Big Lottery (BASIS) grant that will help us to employ a Development Coach (who will work intensively with a limited number of groups each year), a Training Officer and to support our Information services.



A Healthy Future for Loxford

Ross Diamond

London's first purpose built Polyclinic opened in Loxford early in 2009/10. It was opened by Health Minister Lord Ara Darzi on April 29th and patient services commenced in mid June. Polyclinics aim to change the way that health services are provided, with the clinicians in charge of overall service planning and design. The Loxford Polyclinic also sought to put local people in a position to influence services and Redbridge PCT (which is now called NHS Redbridge) also wanted to ensure that local voluntary and community organisations could deliver their services from the newly built multi-functional Polyclinic building.

As part of this work, Redbridge PCT commissioned RedbridgeCVS to support local involvement and to help ensure that a range of local voluntary and community groups could access affordable and accessible space. As a result of this work the following groups were able to offer services from the Polyclinic from its inception:

- AASRA Health and Welfare Group
- Age Concern Redbridge
- Anxiety Care
- AWAAZ
- Positive East
- Redbridge Carers Support Services
- Sikh Community Care Project
- Sanibel Counselling Centre
- Step Up
- Redbridge LINK
- Richmond Fellowship

Our own "Fit For Fun" exercise scheme will also be delivering sessions at the Polyclinic in groups run by Redbridge Indian Welfare Association, the Muslim Women's Welfare Association, the Redbridge Health Club and the Young People's Project.

Becky Rechter, who worked for RedbridgeCVS on the project until the end of March 2009, said, "It is a phenomenal step in the right direction. A sense of mental and physical wellbeing can really help you stay healthy. It can help people overcome barriers that would normally prevent them from making informed lifestyle choices. You can't think about eating healthily when you can't pay your fuel bills, just as you have little motivation to get in shape if you're living in poverty with little or no understanding of your benefit entitlements"

"I am really excited that the Polyclinic will be integrated with the community and not just a stand-alone health clinic. It is the way forward if we want to make real difference to people's lives. The more we can encourage the local population of Loxford to think of this building as the hub of their local community, the more effective it will be."



Redbridge Children's Network

Saffina Masood

It was a busy time for Redbridge Children's Network (RCN). The Network produced two editions of the Newsletter based on the topics of 'Childhood' and 'Making Redbridge a Child Friendly Borough'. The content of the newsletter were a result of engagements in many discussion meetings and workshops and hearing the stories of a wide range of people from when they were children decades earlier and those enjoying childhood now.

The following training courses were also provided to voluntary and community organisations working with children and young people:

- First Aid at Work
- Health & Safety
- London Safeguarding Procedures
- Self Harm Training
- Child Protection Training

The monthly meetings that were organised provided a valuable platform for representatives from groups to share information with other relevant groups working with children and young people.

Through its activities, RCN raised awareness of the needs for service provision for children and young people. As a result of many meetings and workshops there was an increase in joint working between the statutory and voluntary sectors over the year.



ChangeUp

Tasnim Iqbal

Redbridge ChangeUp Consortium identifies local developments needed in infrastructure, looks at possible ways to integrate plans with broader local partnerships and strategies with the overarching aim to achieve sustainability for the voluntary and community sector in Redbridge.

Redbridge Consortium also has a role in the sub regional ChangeUp East London Partnership to identify gaps and look at key issues at a sub regional and strategic level.

The local ChangeUp consortium meets 6 times a year and has a membership of senior members of the voluntary, statutory and funding sectors that have a remit to provide infrastructure support services in Redbridge. The members are:

- Age Concern Redbridge
- Barnabas Workshops
- East London Community Foundation
- NHS Redbridge
- London Borough of Redbridge
- Redbridge Concern for Mental Health
- RedbridgeCVS
- Redbridge Equalities and Community Council
- Refugee and Migrant Forum of East London (RAMFEL)
- Saharan Communities Abroad (SACOMA)

In the past year the Consortium has looked at a range of issues such as community anchors, asset management and equalities. During the year the Consortium also made

a successful Big Lottery Fund application to provide a 3-year funded Development Team from 2009 to 2012 to be based at RedbridgeCVS. This BASIS project will provide intensive capacity building and support to 30 groups in Redbridge. The Project is scheduled to begin in early November 2009.

The Redbridge ChangeUp Consortium also made a successful application for a Resilience Support Grant to support the sector to cope with the demands of the recession. The funding was used for research by NCVO on the 'size scope and economy of the voluntary sector in Redbridge' to identify unmet needs for strategic development, demonstrate the contribution the voluntary sector makes to the economy and produce supporting evidence for funding bids.

This funding from the Resilience Support Grant was also used in partnership with the sub-regional ChangeUp consortium (hosted by the East London CVS Network) for the production and distribution of a CD-Rom toolkit, "Plan for Success" which contained a range of useful support information to help groups deal with the current economic climate. RedbridgeCVS distributed the CDs to all the groups on our database. Further copies are still available (free of charge) for any voluntary organisation in Redbridge.



Information Services

The Information Service continues to be a vital resource within RedbridgeCVS and a much relied on and accessed service for our user groups and other agencies. During 2008/2009 we kept busy as usual and responded to the demands made on us.

We produced 7 Community Newsletters during the year and 58 email bulletins distributed to over 900 groups and other agencies and individuals in Redbridge.

We published information on training, policies, events, funding, and on other relevant aspects of organisational development. Our funding news continued to be well-received.

The Information Service spent a considerable amount of time assisting staff at RedbridgeCVS with their own projects: helping with marketing and publicity, monitoring and evaluation tools and other day to day communications.

Our volunteers, as always, have been a vital resource for the Information Service this year. They have helped to maintain the library, collect information for our database, produce content for newsletters and email bulletins and undertake other various tasks that RedbridgeCVS has been involved with.

As a result of that we have a properly maintained library with over 2000 publications which can be searched via our database. Our website has also been continuously updated with news, reports and other relevant information.



During this year the Information Service planned to re-structure and redesign the RedbridgeCVS website.

We would like to thank Deeapk Kalha and all those who contributed to the provision of information for voluntary and community organisations in Redbridge.

LEAD/East Tenders in Redbridge

Aileen Shrimpton

Funded by the Learning and Skills Council, European Social Fund and Neighbourhood Learning in Deprived Communities (NLDC), LEAD in Redbridge delivered a highly successful capacity building programme to local training providers. Our intensive, structured approach to capacity building was highly effective and this model has now been adopted by the development team at RedbridgeCVS. LEAD ended in July 2008 but RedbridgeCVS secured further funding from NLDC that enabled us to offer a range of new services to local organisations, particularly those working with volunteers.

In March 2009 we secured funding from Capacity Builders to develop East Tenders, a sub-regional consortium of training providers. This East London CVS Network project is currently hosted by RedbridgeCVS. Additional funding was also secured from the Learning and Skills Council which enabled us to accelerate the development of the project.

As East London's leading consortium of third sector training providers, East Tenders is developing an innovative range of products and services that will enable third sector organisations to develop their provision, compete for public sector contracts, improve performance and deliver high quality services that respond to the needs of local communities.

Whilst our main areas of work are partnership development and contract management East Tenders is committed to

exploring innovative ways of supporting a diverse range of training providers. For more information visit www.easttenders.com



Fit for Fun

Liz Pearce and Tracy Andrews

Fit for Fun is an exercise project run by RedbridgeCVS and funded by NHS Redbridge. It began as a pilot scheme in 2007, and as a result of the success of that, NHS Redbridge decided they would fund a full project for three years from April 2008.

The scheme offers participants over the age of 16 the opportunity to undertake 20 weeks of training in an activity of their choice. Groups participating in 2008/2009 were involved in:

- Hooping
- Yoga
- Aaga aerobics
- Chair based exercise
- Bollywood/Bhangra dance
- Keep fit, Street dance
- Legs, bums & tums
- Tai Chi
- Aqua aerobics
- Line dancing
- Kick boxing
- Movement & dance keep fit.

Groups taking part do not necessarily need to be formally constituted organisations, but could be people who come together for other reasons – i.e. their children go to the same school; they are neighbours etc.

All those taking part in the programme are asked to assess their own level of fitness at the beginning, part way through and at the end of the 20 weeks, to monitor the impact regular exercise is having on their health and well being. Midway through the course,

RedbridgeCVS work with the participants to try and identify ways in which they can fund the exercise and continue with the classes once the initial funding has run out. All of the groups who took part in 2008/2009 found ways of keeping regular exercise as part of their activities.



RedbridgeLINK (Local Involvement Network)

Cathy Turland

As a transitional arrangement RedbridgeLINK was initially supported (from April to September 2008) by the London Borough of Redbridge. RedbridgeCVS became the host organisation for the RedbridgeLINK in October 2008 after a competitive tendering process.

Staff recruitment took place throughout September and October, with the full LINK team being engaged in November. The team consists of a full time Manager, Cathy Turland; a full time Outreach & Development Officer, Saffina Masood; and a part time Administrator, Ravinder Binning.

It was important not to lose the momentum from the involvement of local individuals and community groups in such bodies as the PPI Forums, whilst supporting the development of an integral 'Network of Networks' approach to involving Health and Social Care groups and individuals in developing a community led venture.

By December an initial work plan had been

drafted to focus on identifying the required governance processes that would enable a substantive LINK to be established. To support this development, the LINK Manager invited individuals who were already involved in the transitional arrangements and others identified through a mapping exercise by the Host organisation, to form an Advisory Group to decide the new structure of the emerging organisation and to support the development of governance arrangements before the LINK would have its substantive powers.

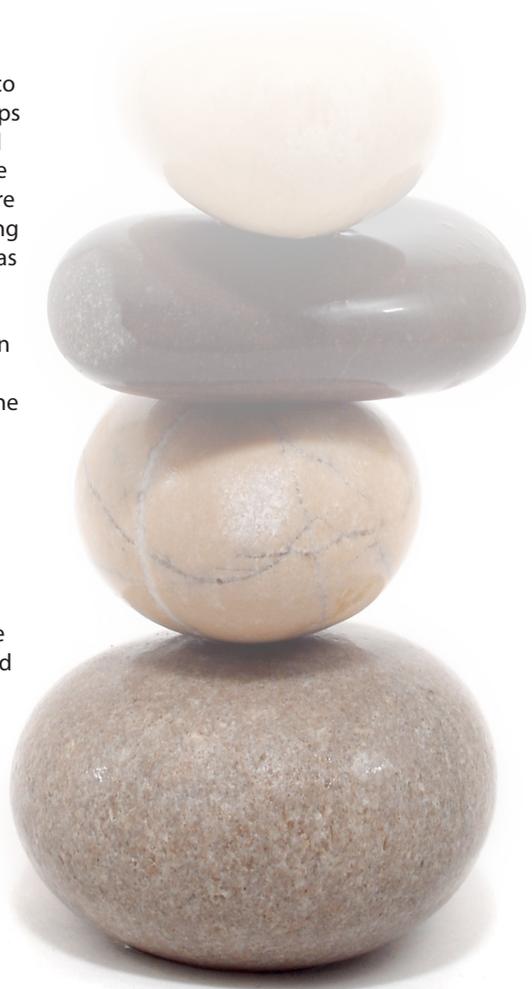
The first meeting for the Advisory Group was held in December 2008 with monthly meetings thereafter. So far it has been instrumental in setting up a new 15 strong Steering Group of organisations and individuals from Redbridge. In March 2009, RedbridgeLINK held its first official Steering Group meeting. A formal process was developed to support the election of the Chair and Vice-Chair. Once these elections have been held in April, RedbridgeLINK will sign off on its governance documents and procedures and can then prepare to move onto the work of involving and engaging proactively with the community.

The Steering Group will support the strategic direction of the LINK until 4th March 2010 when it has been agreed that an open nomination and election process will be established to allow the people of Redbridge the opportunity to decide the future development of RedbridgeLINK.

Up to March 2009, there were a total of 137 registered as members of the RedbridgeLINK;

58 organisations and 79 individuals. Use of the RedbridgeCVS database has enabled us to make initial contact with over 900 local groups and individuals. This has led to meetings and information sessions being delivered to more than 30 user groups since January 2009. There is a positive view towards partnership working with support from the statutory sector such as NHS Redbridge who assisted us to take part in a 'Health & Wellbeing Roadshow' in March 2009 which attracted interest from more than 200 people. Further publicity has seen our information sent to 96,000 homes through the Council's publication "Redbridge Life".

This report cannot be completed without highlighting the tremendous efforts of the LINK volunteers. Some have attended events to promote and publicise the LINK whilst others have taken information back to their organisations and other networks to encourage membership. Giving up their time voluntarily, their efforts are much appreciated and it would not have been possible for the LINK to have developed as well as it has without them.



Redbridge Police Community Engagement Group

Liz Pearce

The Redbridge Police Community Engagement Group (RPCEG) held its first full meeting and elected its Officers in March 2008. The aim of the RPCEG is to:

“Provide constructive input to local policing and community safety issues and engage with the police and Local Authority about their performance”.

The Group is made up of 30 members, including 16 representatives from the voluntary and community sector (VCS). It is funded by the Metropolitan Police Authority, and hosted and administered by RedbridgeCVS.

The VCS representatives for the year 2008/2009 were:

- Age Concern – John Garlick
- AWAAZ – Bushra Tahir
- Barkingside 21 – David Sevant
- Concern for Mental Health – Jon Abrams
- East London Out Project – Teresa Sharpe
- Faith Forum – Carol Khorsandyon
- Foyer – Tracey Mcgurl
- RAMFEL – Rita Chadha
- ReDA – Paizah Neave
- Redbridge & Chigwell Muslim Association –
- Ali Qureshi (Treasurer)
- Redbridge Equalities & Community Council – Suresh Vasishtha (Chair)

- Victim Support – Nadia Ikramullah
- Vine United Reformed Church – Dulcie Thomson
- Vishwa Hindu Parishad – Darshan Chodha
- Young Peoples’ Project – Rosie Payne

The RPCEG met quarterly throughout the year, at various locations in the borough. The topics that were covered at the meetings included:

- An overview of how the Police & Local Authority work together on community safety issues
- A presentation on the work and role of Police Community Support Officers
- A presentation from Sixth Form Students of Mayfield School on their views of Stop & Search
- An introduction to, and explanation of, “The Policing Pledge”
- A presentation on “Envirocrime Enforcement” (including graffiti and flytipping) and the impact such things can have on crime in certain areas.

Each meeting also received Police Performance and Stop and Search updates, and regular reports from the Council on their Community Safety work.



Ethnic Minority Mental Health Project

Nisema Patel

RedbridgeCVS continued to deliver the project on black and minority ethnic (BME) community mental health which is commissioned by NHS Redbridge with the aim of supporting the Department of Health's "Delivering Race Equality in Mental Health" agenda. During the year the project's Community Development Worker, Roxanne Keynejad started two research projects which resulted in two reports: The "Pathways to Care" report (which is still being finalized) and the "Barriers to Seeking Help" report which is finalized and currently being acted on.

The "Barriers" report sought to discover specific barriers which prevent ethnic minority groups in Redbridge from seeking help from local mental health services. It also made recommendations about how these barriers might be addressed and overcome. The report shows how different communities within Redbridge access mental health services and reveals how different communities have very different experiences and expectations of mental illness and mental health services. The research showed how these different models impact on services and the time it takes for people to access them. It also looked at the detrimental impact of the stigma associated with mental illness and the suspicions many people had about services, as well as the very real difficulties some people had in discussing these issues with their GP. The report contains a range of recommendations, including several ideas relating to involving faith and community leaders in improving people's

awareness and understanding of mental health issues and the NHS services that exist locally. The recommendations also included ideas for improving the responsiveness and cultural sensitivity of local services.

The "Pathways" report (which is yet to be published) looked at how the current clients of the Early Intervention in Psychosis Team were referred to the service – and this, again, showed real differences in people's experiences that seemed to stem from their ethnic or cultural backgrounds. The Action Plan associated with this report is being finalised and we hope that, as with the "Barriers" report, its publication locally can lead to positive improvements for local people suffering mental distress.

Roxanne left RedbridgeCVS in October 2008 but we were able to keep the project's momentum going by recruiting a new Community Development Worker. Nisema Patel joined us in January 2009 and is working to deliver some of the improvements suggested in the two reports. This includes a focus on improving the range of spiritual support available to inpatients at Goodmayes Hospital, work on challenging stigma that surrounds mental illness within local communities and work to increase the cultural sensitivity and appropriateness of mental health services and information from the NHS.



Thank you

Trustees

Brian Spinks (Chair)
Dr. Neil Zammett (Vice-Chair)
Bashir Chaudhry
Ram Bhandari
Dr. Keith White
Ali Qureshi (Treasurer)
Valrie Gittens
Mark Kass
Margaret Wayne

Staff

Rajbir Athwal (to August 2008)
Roger Backhouse (to April 2008)
Ravinder Binning
Hardeep Dhillon
Ross Diamond
Tracy Andrews
Michelle Harris (to April 2009)
Tasnim Iqbal
Deepak Kalha (to January 2009)
Roxanne Keynejad (to September 2008)
Saffina Masood
Trish Mossey
Nisema Patel
Joanna Payne
Liz Pearce
Marcia Samuels (to June 2008)
Harjit Sangha
Hayley Shenholds (to May 2008)

Aileen Shrimpton
Alex Spaine-Davies (to April 2009)
Jyoti Tandel
Cathy Turland
Liz Walker (to August 2008)

Volunteers

Monsur Ahmed
Veena Ananthachar
Lily Cater
Hardeep Dhillon
Amjid Khwaja
Hinga Sticher

Funders

London Borough of Redbridge
NHS Redbridge
Capacity Builders
Learning and Skills Council
Metropolitan Police Authority

Details

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Annual Report

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