



# RedbridgeCVS

## Annual Report 2009-10





# Mission and Aims

## Mission

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.



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# Chair's Report

Looking back over the financial year our outturn has been satisfactory with a slight overshoot we covered from reserves. The dynamic funding environment we operate in means that from time to time we have to use office space flexibly and acquiring extra space generates risks around spending.

Our spread of income sources reduced a little but is still above twenty and this gives us a fair degree of short term stability. We will be working to increase this in 2010-11 but obviously the external funding environment remains very competitive as reductions in statutory sector spending start to feed through into the voluntary sector. The outlook remains uncertain but the Prime Minister has made a very encouraging speech recently and national monitoring shows voluntary income is holding up surprisingly well.

We have been working to increase our understanding of the local voluntary sector by using data from the Borough and Health – this has enabled us to identify key organisations we need to work with to strengthen and develop the sector in Redbridge. We want to make this one of the priorities for our efforts over the coming year.

The staff team has remained stable but we have taken advantage of some short term funding opportunities to employ young people on various work experience schemes and job placements. We said goodbye to Arsim our Information Manager and hello to

Tasnim and Maddy for the BASIS programme, and subsequently Colin as Arsim's replacement.

I would like to take this opportunity to thank all of our staff for their efforts and to wish our partner organisations well for the coming year. No doubt there will be challenges but I think we are as well prepared as we can be to face them and continue to support the voluntary sector in Redbridge.

**Dr Neil Zammett**

Chair



# Chief Officer's Report

2009/10 saw RedbridgeCVS, and the voluntary and community sector that we exist to serve, developing a range of innovative new services and approaches. The impact of the recession had hit the country, but we were aware that its effects were yet to be fully felt locally, and spent much of the year preparing for what was to come. It was clear that, whatever the outcome of the forthcoming election, the impact of the economic downturn would mean that the services of the voluntary sector would be most needed, just at the time when the money to pay for them would be most difficult to secure. As a result, partnership working and flexible, innovative services became more important than ever and RedbridgeCVS wanted to play its part in supporting our sector when it was most necessary – and most difficult to sustain.

Our BASIS programme started up this year, with ten groups selected by the Redbridge ChangeUp Consortium each starting to receive intensive coaching and training to help them develop and achieve their aims. This new way of working means that we can focus our efforts on a range of groups who we believe have huge potential to improve the life of Redbridge's residents. In addition, we also further developed our 'hosting' activities – with East Tenders, the Redbridge LINk and the Police and Community Engagement Group supported by RedbridgeCVS to bring benefits to local voluntary groups and local people in a variety of new ways.

During the year we were delighted to secure an agreed Volunteering Strategy for Redbridge – which was then the only London Borough without a Volunteer Centre. We are now making strong plans to deliver a full volunteering support service for the borough which will be launching during 2010/11.

The year also saw us bid farewell to the Redbridge Children and Young People's Network, which became a fully independent charity after having been a RedbridgeCVS project for many years. We wish them well – and will continue to support their development in the years to come.

We know that the years ahead will be challenging for us all – and want to play our part in ensuring that the voluntary and community sector can continue to build on its history of providing flexible, innovative and people-centred support in what are increasingly "interesting" times.

**Ross Diamond**  
Chief Officer



# Achievements

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

- 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 regular Children's Network newsletter sent to over 370 groups
- 5** Producing over 50 email bulletins, sent to over 400 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** Hosting the Redbridge LINK (Local Involvement Network), a health and social care public involvement project
- 9** Managing the Fit For Fun exercise programme, to deliver fitness activities to local groups who would otherwise be unlikely to take part in regular or organised physical activity
- 10** Managing the local ChangeUp Consortium, ensuring it was 'fit for purpose' and delivering support to local Third Sector organisations as well as linking and liaising with the sub-regional and regional ChangeUp Consortia. This included leading a successful Big Lottery Bid (BASIS) for a project to be delivered in 2009-2013
- 11** Securing Learning & Skills Council funds from their Neighbourhood Learning for Deprived Communities (NLDC) programme, enabling us to deliver a range of support services to groups offering training and/or working with volunteers
- 12** Managing a sub-regional training and contract management consortium, East Tenders, and securing funding from LSC, Capacity Builders and the Department of Work and Pensions
- 13** Playing the role of 'Compact Champion' to ensure the positive use of the local Compact, 'Working It Out Together'
- 14** Positively liaising with key statutory partners on behalf of the local voluntary and community sector, including through membership of the Redbridge Strategic Partnership and its Public Service Board, the Redbridge Safer Communities Partnership and the Health and Social Care Advisory



Committee, and the provision of formal support for the elected voluntary sector representatives at the Public and Voluntary Sectors' Partnership

- 15** Providing and maintaining a database of all known voluntary and community groups in Redbridge
- 16** Supporting children's participation in a range of local developments, including within the Children's Trust
- 17** Playing an active part in the East London CVS Network
- 18** Providing information services including a library, internet access and individual support to voluntary and community organisations in Redbridge
- 19** Providing a multi-purpose website, including an online directory of local voluntary and community groups
- 20** Playing an active membership role within the ACE (community accountancy scheme) Steering Group
- 21** Hosting a Mental Health (BME) 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** Undertaking work in partnership with London Borough of Redbridge to increase use of the Redbridge i website by local voluntary and community groups
- 26** Successful delivery of a comprehensive training programme for groups with aspirations to deliver services under contract with the local Children's Trust (funded by Children's Workforce Development Council)
- 27** Further work to develop a Volunteer Centre for Redbridge, including the completion of a Volunteer Strategy for Redbridge

# Finances

## Income and Expenditure Account for the Year Ended 31 March 2010

	2010 £	2009 £
Income	962,485	790,662
Expenditure	(968,081)	(685,770)
Income less expenditure	(5,596)	104,892
Brought forward – beginning of year	528,953	424,061
Carried forward – end of year	523,357	528,953

## Balance Sheet as at 31 March 2010

	£	2010 £	£	2009 £
<b>Fixed Assets</b>				
Tangible assets		40,873		2,750
<b>Current Assets</b>				
Debtors	54,603		63,349	
Cash in bank and at hand	674,007		541,941	
	728,610		605,290	
Creditors: amounts falling due within one year	(246,126)		(79,087)	
Net current assets		482,484		526,203
		523,357		528,953
<b>Reserves</b>				
Restricted funds		418,633		371,218
Unrestricted funds		104,725		157,735
		523,357		528,953





## Statement of Financial Activities for the Year Ended 31 March 2010

	Unrestricted Funds £	Restricted Funds £	Total 2010 £	Total 2009 £
<b>Incoming Resources</b>				
<i>Incoming Resources from Generated Funds</i>				
Generated income	23,062	–	23,062	3,884
Investment income	2,458	–	2,458	14,217
<i>Incoming Resources from Charitable Activities</i>				
Grants	105,380	831,585	936,965	772,561
<b>Total incoming resources</b>	<b>130,900</b>	<b>831,585</b>	<b>962,485</b>	<b>790,662</b>
<b>Resources Expended</b>				
<i>Cost of generating funds</i>				
Charitable activities:				
Costs in furtherance of charity's objects	167,367	783,582	950,950	672,063
Governance costs	16,543	588	17,131	13,707
<b>Total resources expended</b>	<b>183,910</b>	<b>784,170</b>	<b>968,081</b>	<b>685,770</b>
Net incoming resources for the year	(53,010)	47,415	(5,596)	104,892
Brought forward – beginning of year	157,735	371,218	528,953	424,061
<b>Carried forward – end of year</b>	<b>104,725</b>	<b>418,633</b>	<b>523,357</b>	<b>528,953</b>

The information presented here is extracted from the Trustees' Report and Financial Statements for the Year Ended 31 March 2010. The full report with detailed financial information and the auditor's report is available from [www.redbridgcvcs.net](http://www.redbridgcvcs.net) or call 020 8553 1004 to have a copy posted to you.



# Building Capacity

The Redbridge BASIS programme is a three year programme funded by the Big Lottery. It is a new and radical way of working with voluntary and community groups in Redbridge. The work focuses most of its attentions on ten groups each year that are selected by the Redbridge ChangeUp Consortium. These groups are then given intensive and individually tailored support and training to help them achieve their objectives. The groups are selected to reflect the diversity of Redbridge and in response to the applicant groups' willingness and desire to change and improve.

Although the support is geared to the specific needs of each group, it is evident that some common themes are occurring:

## Planning

The process of planning using a structured but simple planning tool has been introduced to the groups. It addresses the different levels of planning, and includes everything needed to prepare good quality funding applications.

## Trustees/Management Teams

It has been important for some of the groups to look more consciously at their roles and responsibilities, to consider how the work and duties of the trustees can be shared in order to move away from situations where decisions, work and the public face of the organisation are the roles of just one or two key people.

## Team Working

Very often groups can find that they work

around the negativity or problems that can occur when people come together for a common purpose. What is really necessary here is for groups to feel comfortable enough to talk about what needs to change. Working with groups over a period of time enables the necessary trust to grow.

## Networking

The groups are invited to an informal forum to network and grow their 'ambassador' skills. The more everyone in an organisation becomes an 'ambassador' the greater the chances of success.

## Volunteering

Some of the groups are signing up to the London Volunteer Management Charter and work towards recognised best practice standards in volunteering.

## Infrastructure

Two of the groups are actively working to attain PQASSO (a recognised quality assurance mark for voluntary organisations).

## Funding

As this is always a key area for groups, one-to-one sessions and information on funding opportunities are helping the groups to grow their fundraising skills.

This innovative way of working with groups highlights the need for ongoing and tailored support. Much of its success is down to the time and work the groups can invest. It is important that groups selected for the programme can become 'models' for other voluntary and community organisations to



ensure that lessons learnt can be spread across Redbridge and the wider voluntary sector.

**Maddy Edwards**  
Development Coach

“ *The Organisation Health Check has been an eye opener for us. It not only pointed out our weaknesses, but it also gave us directions in how to overcome them. We were also given guidance on how to prepare policy documents, which came in handy in the preparation of our application for a grant from the Council.*

*I would say that we have learned a lot after joining the BASIS programme, not only in the way how various papers or forms may be prepared, but also meeting other organisations and finding out how they work.* ”

**Redbridge Asian Mandal**

“ *It was useful getting our board members to re-evaluate our vision, mission and values, do strategic planning and reconsider their roles within and commitment to the organisation. Training on ‘Making Best Use of the Media’ was excellent. The session on Change Management was also good.* ”

**Healthy Living Projects**

“ *You are helping us become professional, helping us face the challenge of taking Forest Farm Peace Garden forward without a project manager. It is an advantage that you can be objective. You give us tools that are valuable for every organisation. The reflection on our vision, mission and values was also very affirming!* ”

**Forest Farm Peace Garden**

# Training

This year, a wide range of free accredited and unaccredited training courses and workshops were delivered to over 200 individuals from 69 different organisations. Some of these are listed below:

## Accredited Courses

- Supporting & Developing Volunteers
- Recruiting & Selecting Volunteers
- Paediatric First Aid for Child Carers
- Level 2 National Certificate in Business

## Unaccredited Courses

- Listening & Communication Skills for Volunteer Managers
- Assertiveness & Confidence Building Skills for Volunteer Managers
- Introduction to Volunteer Supervision
- Inducting Volunteers
- Budgeting & Reporting to the Management Committee
- Business Planning
- Sexual Abuse Awareness
- Writing effective 'child friendly' funding applications
- Project Planning
- Disability: Awareness, Equality and Inclusion
- Risk Management
- Media Training
- Awards for All funding workshop
- Change Management Workshop
- Volunteering Workshop

Some of this training was delivered through funding secured from the Children's Workforce Development Council. This supported groups in the voluntary sector who aspire to deliver

services under contract with local Children's Trusts. It also enabled RedbridgeCVS to help local organisations develop their business skills, improve their practice and develop their workforce to deliver high quality services which enhance the outcomes of children, young people and families in Redbridge.

Other training was provided through the 3-year BASIS (Big Lottery) grant where we work intensively with ten groups for twelve months each to give them a personalised programmed of support to help them work towards:

- Sustainable funding
- More effective governance
- More effective staff management
- Greater ability to understand and explain local needs to commissioners, funders and local statutory service planners
- More effective engagement with stakeholders
- More effective engagement with local communities
- More and better use of volunteers
- Increased partnership working

Feedback from our training has been very positive and the training has also enabled many local organisations to improve their sustainability and demonstrate high standards within the fields of management, governance, volunteering, partnership working and service delivery in a rapidly changing environment.

**Trish Mossey**  
Training Manager

“ I have managed to use the information from the course to obtain funding. ”

**Grace Chong, Community Badminton Club**  
**Writing Effective 'Child-Friendly' Funding Applications,**  
**4 March 2010**

“ When we run our courses for women and provide a crèche facility, I have applied skills in work from what I learned on the course. I have shared information and knowledge of the course with other staff members, our trustees feel more confident when we provide services for children and our volunteers can provide an efficient service. ”

**Upkar Kaur, Sikh Community Care Project**  
**Paediatric First Aid for Child Carers, 13-14 January 2010**

“ The course has heightened our awareness of our policy of inclusion. We now have an in depth view around the issue, and feedback around our policies will ensure we meet requirements. ”

**Regina Byrne, Anxiety Care**  
**Disability: Awareness, Equality & Inclusion, 10 February 2010**

“ Where I have had an input into Domestic Violence training I have managed to include some of the information – I also suggested all staff working with young people should attend and forwarded the trainer's details. I have explained to my staff the importance and significance of the training and how it relates to housing associations. ”

**Patricia Leahy, Swan Housing Association**  
**Sexual Abuse Awareness Workshop, 5 November 2009**

“ Feel we are now able to listen and communicate better with volunteers. Volunteers feel more able to discuss cases with staff. ”

**Sheelagh Jarrett, Victim Support**  
**Listening & Communication Skills for Volunteer Managers,**  
**13 July 2009**



# Volunteer Support

Although the Volunteer Centre had closed the previous year, during 2009 RedbridgeCVS continued to offer a limited volunteer matching service through advertising volunteering opportunities on [www.do-it.org.uk](http://www.do-it.org.uk) and referring people who expressed interest in particular roles to relevant organisations. Funding from the London Borough of Redbridge was secured to develop an information pack to support local managers of volunteers. The pack, containing good practice resources and ideas for those wanting to use volunteers, was completed and launched during October 2009 and is available on CD-Rom.

The support provided to managers of volunteers also included RedbridgeCVS working in partnership with Greater London Volunteering's 'Experts in Volunteering' project to promote great volunteering environments and offer organisations a volunteering Health Check, looking at ten key aspects of volunteering practice. Participating organisations also sign up to the Volunteering Charter for London, showing that they are working to develop and maintain best practice. Through carrying out Charter visits, a need was identified for more support for groups to access funding for volunteering. With this in mind, in March, the Big Lottery ran a well-attended workshop specifically aimed at volunteer-involving and volunteer-led organisations.

Volunteering was given a further boost with RedbridgeCVS securing three years' funding

from NHS Redbridge to promote volunteering and health. Work started in November on developing a volunteering policy for NHS Redbridge and opening up discussions with NHS managers to identify appropriate local volunteering opportunities. This work went hand in hand with developing opportunities in voluntary sector organisations to increase the range of choice for potential volunteers in the borough.

Further funding from the London Borough of Redbridge to re-establish a local Volunteer Centre was announced in April 2010, which was an encouraging start to the new financial year. We look forward to developing the Centre and putting volunteering back at the heart of our work.

**Liz Walker**

Volunteer Development Manager



# Redbridge LINK

RedbridgeLINK (Local Involvement Network) has worked hard over the past year to build relationships with local people and groups that work in and around Redbridge, and to ask about health and social care issues that are important to them.

Our Steering Group has twenty members who live or work in Redbridge. Some members represent local voluntary and community organisations whilst others are individuals who are interested in local health or social care services. In March 2010 the Steering Group formally became a Management Committee. This showed that the work of the original group had now finished and we were ready to move on and involve many more people in the work of the LINK.

Members tell us how they want to be involved and we can contact them about issues that might interest them. We send out information by letter, email and through our newsletters.

In May 2009, using information received through our work, we set ourselves some goals which formed the basis of our work plan for the year.

We concentrated on:

- **LINK membership**  
We increased our individual membership from 79 members in March 2009 to 1351 by March 2010. We also increased the number of organisations joining the LINK from 53 to 69.

- **Working with hard to reach groups**

We wanted to ensure that all people within Redbridge had an opportunity to have a say in health and social care issues within the area.

Our work with young people helped us set up Facebook and Twitter accounts. We provide a lot of information through our website as young people have told us this is the way they prefer to find out about issues.

We also worked closely with Redbridge People First to ensure that information is made available in accessible ways. We attended regular meetings to ensure everyone has an opportunity to become involved in different pieces of work.

- **Building working relationships within the statutory sector**

We have a very good relationship with many statutory organisations that work in Redbridge and the surrounding areas and have helped people to join different groups and organisations that they are interested in.

## **Outreach Work**

Outreach meetings are opportunities to meet with local people and tell them about the LINK public meetings and other events. We undertook a wide range of outreach at places like Loxford Polyclinic, King George Hospital and Ilford Library to give local people opportunities to get involved with our work.



# Redbridge LINK

## Consultations

RedbridgeLINK gave members the opportunity to become involved in ten consultations during the year. The largest of these was called Health for North East London (H4NEL). We held seven public meetings between December and March and attended other organisations' meetings to provide more information. Over 250 members of the public attended our meetings to have their say. A quarter of the 1,000 responses to this consultation came as a direct result of the LINK being involved.

## Getting Involved!

Part of our remit has been to increase local user involvement with public services. We have supported people to join local NHS Community Engagement Panels and Patient Experience Panels and recruited members for a new Service User Group for Adult Social Care Services.

## NELLi

The North East London LINKs (NELLi) from Waltham Forest, Havering, Barking & Dagenham and Redbridge meet regularly to share information and ideas.

## Volunteering for RedbridgeLINK

At RedbridgeLINK we are very lucky to have a team of volunteers that help and support us in all areas of our work from attending events to providing extra administration support in the LINK office. Two of our members recently received certificates for completing over 50 hours of volunteering with RedbridgeLINK.

## Cathy Turland

Manager, RedbridgeLINK





# Partnerships

This year saw some particularly difficult challenges for the voluntary sector, resulting from the tough economic climate and the uncertainties being faced by all sectors. RedbridgeCVS seeks to support a range of engagement opportunities between public sector bodies and the local voluntary and community sector so that the strengths of all partners can be maximised through joint work.

RedbridgeCVS is involved in many areas of partnership work and seeks to ensure that the voices of the local voluntary and community sector can be heard and acted upon by our local partners. Our monthly Voluntary Sector Network meetings, websites, outreach visits and one-to-one meetings provide a range of opportunities for local groups to inform us of any issues that they may have with partnership working and we are always pleased to raise these concerns at appropriate forums.

## ChangeUp

ChangeUp is a Government funded programme which seeks to ensure that all voluntary and community organisations can access a full range of support from infrastructure agencies (such as those provided by Volunteer Centres, CVSs and Equality Councils) wherever they are across the country. It aims to ensure that frontline groups can access appropriate support so that their local communities experience a real difference in the quality of local services. The Redbridge ChangeUp Consortium is hosted by RedbridgeCVS and is made up of senior members of the voluntary, statutory and funding sectors that have a remit to provide

infrastructure support services or funding in Redbridge.

The members for the year were:

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

The work of the Redbridge ChangeUp Consortium in 2009/10 included:

- Recommendations for additional tailored training and information to be delivered by the public sector to help the voluntary sector play its full role in supporting service users and front line organisations to engage with the new 'personalisation of social care services'
- Supporting the Redbridge Equalities Forum (through BASIS allocated funding) to create a more robust Forum. Consortium members have contributed regularly to Equalities Forum meetings at which members have discussed a diverse range of equalities issues including those relating to the new Equality Act
- Identifying gaps and emerging issues that



# Partnerships

require local action, such as those relating to the needs of the Roma, Albanian and Somali communities in Redbridge. This work has included a range of voluntary sector groups working in partnership with local public sector bodies (including the Council, NHS and Police.)

- Selecting ten groups for intensive capacity building support through the BASIS programme. In making the selection the Consortium paid particular consideration to the following:
  - Willingness and readiness to fully participate and progress in the programme
  - Ensuring a range of different sizes, types and geographical basis of applicants
  - Innovative work and work with groups not currently being served locally
  - Ability to make a significant difference to the people in Redbridge
- Work to ensure that Local Authority support for a new User Led Organisation (to support the 'personalisation of personal care' work) was built through existing local voluntary groups
- Delivering a range of new resources for the wider voluntary sector through the design of training and information designed specifically for the BASIS programme, including a 'Start Up Toolkit' for new groups
- Regularly inviting guest speakers to inform the wider sector through the

member organisations on current issues which may affect the local groups. These included discussions of premises and property issues, including options for asset transfers, and the development of the Independent Safeguarding Authority and the implications this will have for the voluntary sector

## Public and Voluntary Sectors' Partnership

The Public and Voluntary Sectors' Partnership is made up of elected Members from the Council, elected representatives from the voluntary and community sector, and nominees from the Redbridge Primary Care Trust (NHS Redbridge), the Redbridge Police Service and the Redbridge Fire Service.

RedbridgeCVS hosts the meetings and supports the voluntary sector representatives. During the year, the following new voluntary sector representatives were elected:

- Rita Chadha (RAMFEL – Refugee & Migrant Forum For East London)
- John Garlick (Age Concern, Redbridge)
- Nicholas Hurst (Frenford Clubs)
- Rosie Payne (Young People's Project)
- Jagdev Purewal (Redbridge Panjabi Centre)
- Jon Abrams (Redbridge Concern for Mental Health)
- Bashir Chaudhry (Eton Road Community Centre/League of British Muslims)
- Bushra Tahir (Awaaz)
- Ali Qureshi (Redbridge & Chigwell Muslim Association)



- Arnold Zulu (Redbridge & Waltham Forest African Community Forum)

The key role of the Partnership is to develop effective working relationships between the voluntary and public sectors in a range of areas and provides a useful vehicle to raise issues of common concern and authorise further work to address these issues.

To date, the Public and Voluntary Sector Partnership has played a leading role in the ongoing development of the local Compact, overseeing the Compact Champions Group and enhancing partnership work particularly in relation to the Redbridge Strategic Partnership, the Council's revised grants procedures and the Health for North East London consultation.

### **The Redbridge Compact**

The Redbridge Compact is a joint agreement between the voluntary and community sector and its local public sector bodies which seeks to build trust and improve working relationships for the benefit of all parties. RedbridgeCVS is one of the Redbridge 'Compact Champions' with responsibility for the implementation and monitoring of the Compact. (The other voluntary sector Compact Champions are the Redbridge Faith Forum and a voluntary sector member of the Public and Voluntary Sectors' Partnership).

The Redbridge Compact continues to make excellent progress in supporting partnerships between the voluntary and public sector in Redbridge which will provide a strong foundation for the coming year.

### **Redbridge Strategic Partnership**

The Redbridge Strategic Partnership (RSP) brings together public sector agencies – most notably the Council, NHS, Police and Fire Service. It also includes the private sector and the voluntary sector, which is represented at the RSP's Public Service Board by RedbridgeCVS. During the year the RSP was reviewed and redesigned so that it could properly oversee the delivery of Redbridge's Local Area Agreement Targets. As a result of this work, many of the voluntary organisations that had been members of the RSP's themed 'Cluster Groups' were no longer directly involved and so a new body, the RSP Assembly, was formed. Its membership includes a range of local voluntary organisations, including all those funded by Redbridge Council as its 'strategic partners'. It is chaired on behalf of the RSP Public Service Board by RedbridgeCVS. This new body has agreed to act as the voice of the voluntary and community sector in the RSP, with regular scrutiny of the RSP Cluster Groups and of the way that local public sector bodies work with the voluntary sector and our organisations' members. We hope to see this body becoming increasingly influential in supporting the partnership working between all local sectors that will be vital if Redbridge is to thrive in the difficult times ahead.

### **Ross Diamond**

Chief Officer

### **Tasnim Iqbal**

Operations Manager



# RPCEG

The Redbridge Police Community Engagement Group (RPCEG) is funded by the Metropolitan Police Authority (MPA) and administered in the borough by RedbridgeCVS.

The Group meets on a quarterly basis. The purpose of it is for representatives of local people – including those most likely to be affected by crime – to provide constructive input to local policing and community safety issues and engage with the police and Local Authority about their performance. All meetings are widely advertised and open to anyone who lives or works in the borough.

The Group provides an opportunity for members of the communities of Redbridge to meet with the Police Borough Commander and senior Council Officers and Members and hear about their plans for policing and community safety in the borough.

Examples of the work undertaken during the course of the year include:

- Work with the Redbridge Safer Communities Partnership to produce a DVD for the voluntary and community sector to raise awareness of the issue of domestic violence
- Setting up a Stop & Search Monitoring Group for the borough to look at the trends and raise any issues of concern in this area with the Police
- Work with Concern for Mental Health on the production and presentation of a report looking at Policing and Mental Health in Redbridge and the use of police

custody as a place of safety

- Consideration and response to the MPA's "Met Forward: Focusing on Fighting Crime" report, which sets out their plans for improving police performance
- Consideration of the issue of "Envirocrime" and the effects that graffiti, rubbish and the quality of the environment can have on crime and the fear of crime.

The Group is made up of 30 members drawn from:

- Voluntary and community sector
- Local Authority
- Safer Neighbourhood Teams
- Elected Members of Parliament
- Independent Advisory Group to the Police

We work closely with the public bodies involved in making Redbridge a better and safer place to live and work. The Group's Chair meets regularly with representatives from the other London Boroughs involved in the same work and also attends regular meetings at Scotland Yard with the Commissioner of the Metropolitan Police Service or his Deputy. Our Administrator also works with those running similar groups in the other London boroughs.

**Liz Pearce**

RedbridgeCVS RPCEG Administrator



## East Tenders

East Tenders is a consortium of training providers, hosted by RedbridgeCVS on behalf of the East London CVS Network. It is funded for three years by CapacityBuilders and aims to become self-sustaining after this funding comes to an end. East Tenders seeks to help voluntary sector providers of learning and training services across East London to make successful tenders to provide services to local people who might otherwise not access mainstream education provision. East Tenders' main areas of work are contract management, partnership development and supporting groups to achieve accreditation for their courses.

Since its creation it has developed partnerships with over seventy voluntary sector training providers across East London. Thirty organisations have been provided with information on the self-assessment process and received support with delivering learning and skills provision. Ten organisations received support to develop their own accredited training programmes during the year.

Ellingham is one of the organisations that has benefited from this support. East Tenders has supported them in the development of an accredited employability and IT course for their learners. East Tenders manages the accreditation process and the course has been highly successful with an achievement rate of 100%.

In July 2009 East Tenders submitted a consortium bid to the Department of Work and Pensions (DWP) for the delivery of the Future Jobs Fund in Redbridge. This programme aims to reduce youth unemployment

through the creation of funded jobs which last 26 weeks. The bid was supported by the London Borough of Redbridge and 14 third sector delivery partners. The bid, valued at over £300,000 in 2009-10, was successful and is now being delivered across Redbridge. East Tenders set up a robust financial and performance monitoring system for the project, and a range of support services for the employees including access to accredited training.

By March 2010 East Tenders had achieved 45 job starts on the Future Jobs Fund contract. The contract has been so successful that the DWP has subsequently extended our contract.

In the past year East Tenders has gone from strength to strength, including through the increasing popularity of its website which was launched in May 2009. The "find a provider" function and the support and guidance offered to members have been very popular and successful features.

In the future East Tenders plans to develop further innovative training products and continues to seek opportunities for partnership bids to help East London's voluntary sector access contracts to deliver specialist training and learning services to local people.

For more information visit [www.easttenders.com](http://www.easttenders.com)

**Martyne Callender**  
Employment and Skills Manager



# Health Partnership

The Health Partnerships project began in November 2009, funded by NHS Redbridge. It aims to:

- build effective partnerships between the third sector and local NHS commissioners and providers
- ensure local NHS commissioners and providers are informed about local services delivered by the third sector
- ensure local NHS commissioners can use the third sector to gather information about the needs of local people and that the third sector is effectively used to disseminate key information from the NHS to local communities
- support third sector organisations to engage positively with local NHS commissioning processes

The Health Partnerships Officer, Swati Vyas, manages the project and enhances relationships between NHS Redbridge and the 200+ voluntary and community groups in the borough that work to improve the health and well-being of their service users and members.

The project started by developing a shared understanding of health services provided by voluntary groups in Redbridge and how these impact on local health outcomes. Information was also gathered from NHS Redbridge on health indicators and outcomes that needed attention and for which local voluntary and community groups might play a key role.

The project has already supported voluntary and community groups to take part in several

local consultations, including the Health for North East London ('Health4NEL') review and the Joint Commissioning Strategy for Adult Health, Social Care and Wellbeing for Redbridge. We also collaborated with groups working with underrepresented communities to ensure that their voices were heard in these consultations.

The project supported voluntary sector representation at Health Scrutiny Committee meetings on tuberculosis and diabetes, based on information gathered from local groups.

The Health Partnerships Officer participated in a range of activities organised by NHS Redbridge which aimed to increase uptake of screening for cancer and chlamydia – including suggesting ways that barriers faced by underrepresented communities in accessing screening programmes might be overcome.

In response to the need expressed by voluntary groups for regular communication with NHS Redbridge, the project will be conducting a range of activities in the next year. These will be done through RCVS' existing communication mediums like "Community" newsletter and Voluntary Sector Network meetings. To meet the huge demand for health promotional talks and health checks from the voluntary groups, the project will help groups to organise these in partnership with statutory and non-statutory organisations.

**Swati Vyas**  
Health Partnerships Officer



## Psychological Health (BAME)

The Psychological Health Community Development Worker role is commissioned by NHS Redbridge to focus on reducing inequalities in psychological health for black, Asian and other minority ethnic (BAME) communities in Redbridge with the aims of:

- Supporting effective commissioning in psychological health
- Promoting mental health equalities
- Improving care pathways
- Promoting psychological wellbeing
- Improving access to appropriate talking therapies
- Promoting social inclusion

Last summer the project brought together almost six hundred people from local communities at the Ilford Cineworld cinema to discuss psychological wellbeing and the negative effects of discrimination and stigma using films to stimulate discussion with a panel of experts from the North East London NHS Foundation Trust (NELFT).

Evaluation of the event found that a deeper understanding of the term ‘mental health’ was created – changing many participants’ previous perceptions and attitudes to mental health and illness.

This form of communication created empathy towards those affected by psychological distress. RedbridgeCVS ran the event in partnership with NHS Redbridge, NELFT and the local film maker and mental health service user Azeem Khan.

The project also worked to improve the

spiritual support available for people receiving care from NELFT, in partnership with the existing chaplaincy service. During the year funding was also secured for a Psychological Health Foundation Training Course for faith and community leaders in Redbridge who are often the first point of contact for people – particularly those from minority communities – who are experiencing psychological distress or illness. This will be delivered during the summer of 2010.

**Nisema Patel**

Community Development Worker



## Fit for Fun

Fit for Fun provides 20 weeks of free exercise classes for voluntary and community sector groups in the borough.

Groups apply to take part by choosing a healthy activity they want to do and are matched to a fully qualified and vetted instructor. The sessions last for an hour and feedback from all the groups shows that they have fun!

Activities groups are undertaking include yoga, Tai Chi, chair based exercise, line dancing, keep fit, dance, aerobics, bhangra dance, hooping, legs tums & bums, street dance and basketball.

So far 80 groups and organisations (40 per year) have signed up and taken part in the scheme. Over 1100 participants have been involved to date.

Our monitoring and evaluation have shown real results in participants' general health and well-being and have revealed how participants want to keep on improving their health as they begin to feel better and fitter.

Participants have told us that:

- They only exercise because of our Fit for Fun programme
- They value the sessions in their own settings with like-minded people
- They have noticed real improvements in their health and are reaping the benefits of regular exercise
- Some with ailments have seen dramatic improvements in their health and physical wellbeing

- Most continue improving beyond the 20 week funded sessions
- Our skilful instructors tailor-make the sessions to suit the needs of individual groups which allows them to work at their own pace
- The programme has also spurred some participants to join Council-run and other exercise activities
- For a small number of groups with mental health issues the exercise sessions have been a springboard to greater independence, and increased involvement with public sector services.

We also explore ways to sustain the exercise activity with groups during the programme to ensure that they can continue with their activity after the 20 free weeks have finished. The majority of groups carrying on beyond the funded period have done so through self funding. We have supported others to make successful applications for grants from several funding sources to continue with the exercise. Out of all the groups who completed their 20 funded weeks in this, the second year of the programme, 83% were still exercising after 6 months without further direct input from RedbridgeCVS or NHS Redbridge.

### Tracy Andrews

Fit for Fun Coordinator





# Thank You

## Board of Trustees

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Tracy Andrews	<i>Fit for Fun Coordinator</i>

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Swati Vyas	<i>Health Partnerships Officer – from November 2009</i>
Nisa Khan	<i>Redbridge i Community Development Officer – from November 2009</i>
Maddy Edwards	<i>BASIS Development Coach – from November 2009</i>
Anisha Chana	<i>Trainee Information Assistant – from December 2009</i>
Hayley Madley	<i>East Tenders Trainee Administrator – from February 2010</i>
Blaine Williams	<i>Future Jobs Fund Secondee – from February 2010</i>
Kelly Gibson	<i>Future Jobs Fund Secondee – from March 2010</i>



# Thank You

## RedbridgeCVS Volunteers

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## Annual Report

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