



**RedbridgeCVS**

# Annual Report

**2012-13**



# 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.

*Gardia Howell and her retired guide dog Jewel, raising funds at a sponsored walk in Seven Kings Park*



*Front cover:  
Street party in Auckland Road , Ilford*

# Welcome from the Chair

RedbridgeCVS had another excellent year in 2012-13 – as demonstrated by our increasing turnover and the additional activities that we have been able to carry out to meet our mission to “promote and support a strong, effective and independent voluntary and community sector in Redbridge.” This work becomes ever more demanding, as funding sources continue to shrink while demand on the services of our sector continues to rise. However, our strong local partnerships and fundraising work mean that we have been able to offer more support to groups than ever before despite the difficult times in which we are operating.

2012-13 saw the final stages of the changes to new NHS configurations, and we have been pleased to work closely with the emerging Redbridge Clinical Commissioning Group and the Health and Wellbeing Board. As part of this process, we completed our work with the Redbridge LINK which has now become a fully independent “Redbridge Healthwatch”. We wish them all the best in their future and are confident that they will be able to amplify the voices of local people wanting to comment on local health and social care services.

The full report gives details of all our work – including our continuing Employment and Skills work (via our “East Tenders” project) and our newly commissioned Volunteer Centre Redbridge. These projects, and the work of all our staff, volunteers and trustees, are to be celebrated. We thank everyone in our teams, and all those in the wider voluntary and community sector in Redbridge for their passion and energy. Together we can make society bigger and better!

**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.



## Community groups keep raising funds in hard times

The recession means that more people rely on voluntary organisations for services. Across Greater London, two thirds of organisations have seen increased demand, but over half have also seen their funding fall.

Redbridge groups are always inventive when it comes to fundraising – here a team from arthritis self-help group ASNet take part in a Dragon Boat Race, despite the pouring rain.



## Volunteers played a crucial role in the 2012 Games

Seventy thousand volunteers played a crucial role in the successful Olympic and Paralympic Games.

David Backhouse was an Olympic torchbearer in Redbridge. He has volunteered as a governor at Mayfield School in Goodmayes for the last twenty-four years, and is now Chair of Governors. Since retiring he volunteers for Barnardo's, and was named Barnardo's Volunteer of the Year in 2010.



## New groups reach out to people facing social exclusion...

New groups regularly start up that harness the energy and creativity of local people to address disadvantage.

Ubuntu Arts wanted to combat the stigma and social isolation that can face people with mental health issues – all group members have used mental health services themselves. They gained £3000 of funding for their arts workshops after taking part in RedbridgeCVS's BASIS programme.



## ... and well-established groups keep delivering vital services

Ilford Shopmobility has been helping people with impaired mobility to access facilities in Ilford town centre for the last 21 years. In March they celebrated their birthday with music, a cake, and a mobility scooter obstacle course.

Shopmobility's sixteen volunteers help up to thirty people a week by loaning out their dozen scooters and ten manual wheelchairs. A scooter costs about £1000, so fundraising is always an issue.



## Voluntary groups bring together Redbridge's communities

Redbridge is changing rapidly. In 1991, 4 out of 5 people here were white: now that figure is less than half. In 1 in 8 households, no one has English as a first language.

Many voluntary groups exist to address the needs of Redbridge's many communities. Newbridge School Parents and Friends also involved over 200 people from different communities in their Multicultural Celebration Day.





## We continue working alongside public sector partners

Voluntary groups in Redbridge are committed to working alongside public sector partners to deliver services to local people.

The Mayor of Redbridge hosted two volunteering events, as well as becoming an ambassador for the Redbridge Compact, which sets standards for how the public and voluntary sectors work together.



## Voluntary groups play a key role in promoting healthy living

We can all struggle to get enough exercise and eat our five fruit and veg a day. But it's even harder to stay healthy if you're homeless, or to know about health issues if English isn't your first language.

RedbridgeCVS has worked with NHS Redbridge and voluntary groups to raise awareness of health issues including cancer and TB. Shpresa Programme works with Albanian speakers, and speakers of Tamil, Polish, Lithuanian and Punjabi also took part.



## Addressing inequality is one of our core values

Almost a million women experience domestic violence every year. The voluntary sector has always played a central role in providing services for women, as part of the sector's commitment to opposing discrimination.

This year Jan Scott from Victim Support climbed Kilimanjaro to raise awareness of domestic violence. Jan, aged 54, said the climb was "amazing but torturous" – and she raised over £3,500.

# Chief Officer's Report



2012 will forever be synonymous with the London Olympic and Paralympic Games. I remember the whoop of joy that emerged from our Network meeting on the day the Games were awarded to London. I also recall feeling slightly surprised at the lack of cynicism shown that day – but that was nothing compared to my astonishment when first the Torch Procession and then the Games themselves arrived in the summer of 2012, bringing with them a genuine sense of community and optimism. Strangers in London actually smiled at each other and the sun shone brightly as people gathered in Ilford to watch the events on the big screens or held impromptu parties with their friends and neighbours to enjoy the previously rare sight of British sporting success.

The Games came with a promise of a meaningful legacy for East London in terms of jobs, physical regeneration and an increase in sporting activity. How much of that has come to pass is open to discussion, but another key “legacy” promise was around how the Games could encourage more people to volunteer. The Games Makers and Ambassadors certainly had a high profile during the Games, and Redbridge capitalised on this through the commissioning by Redbridge Council of a Volunteer Centre service. RedbridgeCVS was delighted to win this tender and we are now offering a fully accredited Volunteer Centre service with long term funding.

Meanwhile, the government’s austerity measures started to hit home – meaning that many voluntary organisations faced extra demands on their services at a time when securing funding was increasingly difficult. Our Lottery-funded BASIS programme came to an end during the year, and despite its being highly effective, we struggled to find funding streams to keep this work going. As a result we started to consider delivering services in new ways. Part of this involved the recruitment of a Community Fundraiser to help groups with funding bids. We continued to develop the “East Tenders” employment and skills project and to deliver our core services and this report demonstrates the ongoing commitment and passion shown by our staff, trustees and volunteers – as well as the dynamism and enthusiasm that local voluntary and community groups continue to display.

**Ross Diamond**

# 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. This included the successful completion of the 3-year Big Lottery funded "BASIS" programme and its positive evaluation
- 2.** Hosting monthly Redbridge Voluntary Sector Network meetings
- 3.** Producing a bi-monthly newsletter, "Community", distributed to over 400 local groups
- 4.** Producing over 50 email bulletins, sent to over 400 local voluntary and community groups and agencies
- 5.** Helping local organisations to prepare and plan for the impact of the 2012 Games on their services and members
- 6.** Helping a range of groups with successful funding applications and arranging eight "meet the funder" sessions and 1-to-1 support sessions with 48 groups
- 7.** Delivering 33 training sessions (accredited and unaccredited) to 406 learners from 219 local voluntary and community groups
- 8.** Delivering an accredited and fully operational Volunteer Centre which placed many volunteers, undertook a wide range of community outreach activities and delivered 15 "introduction to volunteering" workshops
- 9.** Hosting the Redbridge LiNK (Local Involvement Network), a health and social care public involvement project
- 10.** 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
- 11.** Securing funding from the Skills Funding Agency via Redbridge Institute for Adult Education, enabling us to deliver a range of training and support services to groups, including those working with volunteers
- 12.** Playing the role of 'Compact Champion' to ensure the positive use of the local Compact to enhance the partnerships between local voluntary and statutory sector agencies
- 13.** 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, Voluntary Sector Assembly, Work Redbridge and the Community Cohesion Working Group), the Redbridge Safer Communities Partnership and the provision of formal support for the elected voluntary sector representatives at the Public and Voluntary Sectors' Partnership
- 14.** Providing and maintaining a database of all known voluntary and community groups in Redbridge
- 15.** Playing an active part in the East London CVS Directors' Network
- 16.** Providing information services including online resources, a library, internet access and individual support to voluntary and community organisations in Redbridge
- 17.** Providing a multi-purpose website, including an online directory of local voluntary and community groups



- 18.** Hosting a BAME Psychological Health Community Development Officer to improve appropriate access to mental health support services for members of black, Asian and ethnic minority communities. This included delivering training to faith leaders and an outreach programme focusing on dementia
- 19.** Hosting a Health Partnerships Officer to enhance the relationships between local voluntary and community groups and local NHS services and commissioners. This included the production of a report giving case studies of local voluntary organisations offering health-related services to their members, training groups to better understand how to measure the impact of their work on people's health, and establishing a multi-agency TB partnership

- 20.** Hosting the Redbridge Police Community Engagement Group and its Stop and Search monitoring group, in partnership with the Mayor's Office for Policing and Crime
- 21.** The East Tenders project has been awarded £541,667 for the delivery of employability support, information, advice and guidance to unemployed residents in Waltham Forest. The Jobshop Community Outreach project has had its funding increased by an additional £100,000 to enable more Barking and Dagenham residents to benefit from support in looking for work.

*Newbridge School students and members of the Parents and Friends Association with their new minibus. The PFA has been fundraising for the bus for over thirty years.*



# BASIS

2012/13 saw the end of the Big Lottery funded BASIS Project.

This ambitious and innovative three-year project saw 30 groups each selected to receive 12 months of intensive support with a Development Coach and an associated training programme tailored to their specific needs. In addition, we used this work to enhance our information provision, ensuring that other groups could access information and guidance on a range of support needs (including the development of a "Start Up Toolkit"),

The project was independently evaluated and the evaluation report said that, "The overwhelming feedback from the focus groups was the BASIS programme in Redbridge had been outstanding. In fact in some focus groups, participants did not have enough superlatives to praise the programme enough. Funding advice and support came out as the top priority across all focus groups for future provision in the borough."

Despite not being able to find funding for all the BASIS activities, our training programme continues to grow and we have secured a Community Fundraiser to help local groups.

“Having an external voice at our committee meetings was like someone had opened a window and let a breath of fresh air in. The board responded so positively and accepted changes that had been resisted for years!”

“Without CVS, our group would not be here and doing as well as we are.”

*Groups taking part in BASIS, 2011-2012*



# Training

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

Trish Mossey  
Training Manager

“The training was vital and the information gathered will help us to capacity build.”

RedbridgeCVS training continued to prove a popular service and attracts a wide range of voluntary and community groups to the many and varied accredited and unaccredited courses we offer. This year we provided 33 training sessions to a staggering 406 learners from 219 organisations.

Training delegates continue to feed back very positive comments, both immediately after training and also through our 3 month follow-up questionnaire. Both the learners and the organisations consistently state the value they place in the training and development they receive from RedbridgeCVS and their enthusiasm and eagerness to build on their learning.

Training was provided through the 3 year Big Lottery (BASIS) grant, NLDC funding and other projects within RedbridgeCVS.

We delivered courses for both BASIS participants and for other staff and volunteers from Redbridge community groups.

## BASIS

**Accredited courses** included first aid and working effectively with volunteers. **Non-accredited courses** included issues from Computers to Disability Awareness. We provided training on key themes for voluntary organisations such as commissioning, partnership working, funding and monitoring. We also addressed personal development issues such as assertiveness and dealing with difficult behaviour.

## Non-BASIS

**Accredited courses** helped volunteers and staff to develop their own careers, and to support and develop other volunteers. **Non-accredited courses** helped staff and volunteers to write funding bids, deliver training and design websites. Training helped those working in community groups to develop their assertiveness, improve their communication skills and made them more able to represent their organisation. We also organised an Introduction to Volunteering session for people new to work with community groups.

# 400 people trained from community organisations



# Information Services

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

**Colin Wilson**  
**Information Officer**

## Database

Our old database made it very difficult to keep track of the work we did with different organisations. This year we have made a major investment in a new system. We will use the new database to record work on all our projects, improving the quality of information we can contribute to policy development.

## eNews and Community

eNews, our weekly email bulletin, is read by almost 800 people, and many others receive *Community*, our printed publication. During the year eNews included over 400 news items, promoted more than 400 events and informed organisations about over a hundred funding opportunities.

## Voluntary Sector Network

The monthly meetings of the Network let groups to hear about each other's work, share best practice and keep up-to-date with initiatives from public sector partners. Over 250 staff and volunteers attended Network meetings this year.

In September, over fifty people discussed changes in the NHS with senior NHS managers. In October the Leader and Deputy Leader of the Council, Cllrs Prince and Bond, presented the Council's new corporate strategy. In February, Cllr Bond discussed the Redbridge Conversation, the Council's budget consultation process.

## Survey

In our autumn survey, 9 out of 10 people said that our website was good or very good, and 19 out of 20 people said the same about eNews. People wanted more information on funding, more details of training courses, more articles about local groups and guidance on partnership working, and we've made these areas a priority.

# 19 out of 20 readers valued our email bulletin

# Psychological Health

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

**Nisema Patel**  
**BAME Psychological Health**  
**Community Development**  
**Officer**

The Psychological Health Community Development Worker is commissioned by the NHS to reduce inequalities in the psychological health of black, Asian and minority ethnic communities. We support effective commissioning, promote mental health equalities, seek to improve care pathways, promote psychological wellbeing, improve access to appropriate talking therapies and promote social inclusion.

## **Dementia Awareness**

Over a thousand Redbridge residents were engaged through films, written information and discussions in community languages to inform communities about local dementia and care pathways.

## **BAME Psychological Health Network**

The network includes over 90 faith and community leaders with an interest in psychological wellbeing for their communities. Topics discussed included the impact of khat in Somali communities, the work of Christian community leaders for the wellbeing of communities, the Independent Review of Redbridge's Mental Health Services final report, dementia awareness, mental health crisis services and domestic violence. The group also allows NHS staff to consult and learn about the needs of diverse local communities.

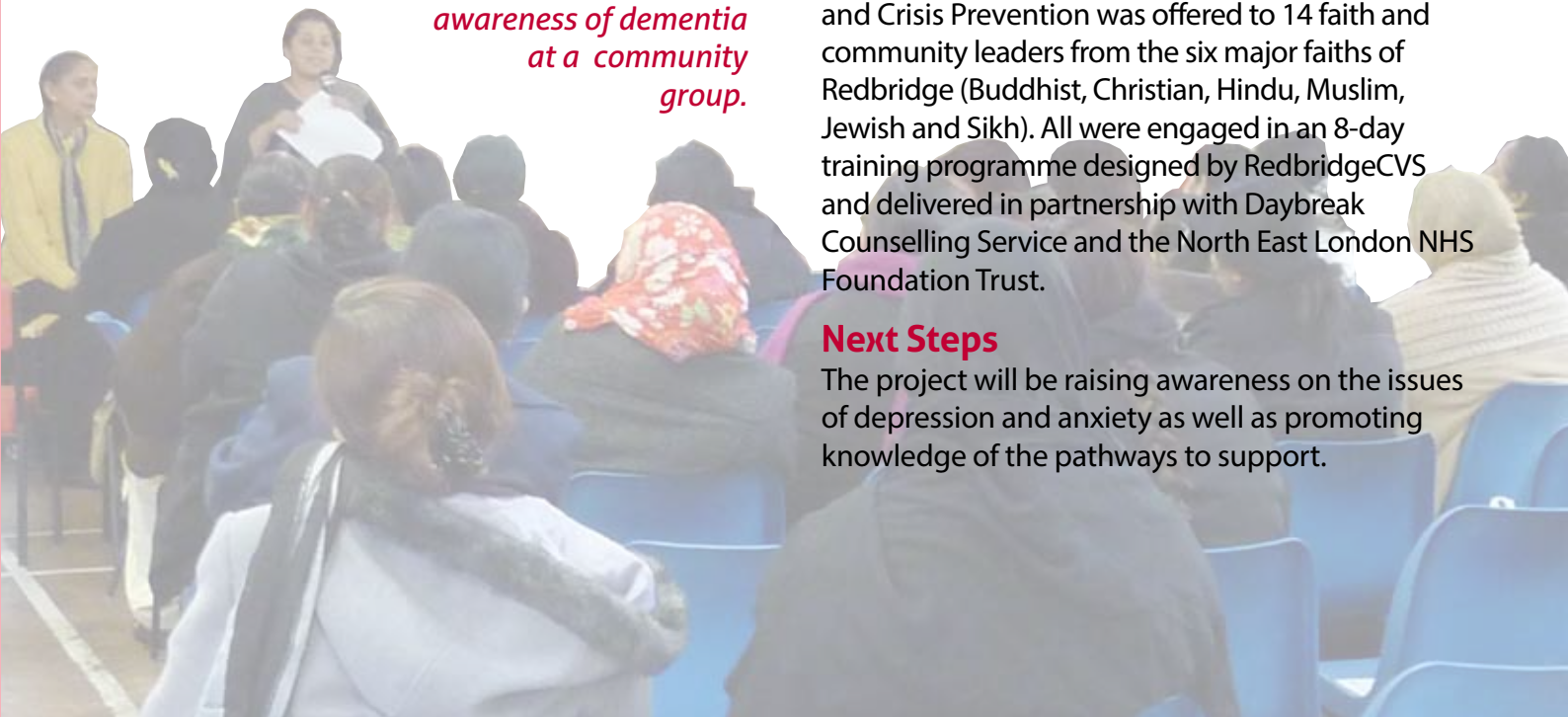
## **Psychological Health Training Course**

The training programme in Talking Therapies and Crisis Prevention was offered to 14 faith and community leaders from the six major faiths of Redbridge (Buddhist, Christian, Hindu, Muslim, Jewish and Sikh). All were engaged in an 8-day training programme designed by RedbridgeCVS and delivered in partnership with Daybreak Counselling Service and the North East London NHS Foundation Trust.

## **Next Steps**

The project will be raising awareness on the issues of depression and anxiety as well as promoting knowledge of the pathways to support.

*Nisema Patel raises  
awareness of dementia  
at a community  
group.*



# Health Partnerships

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

**Swati Vyas**  
**Health Partnerships Officer**

We continued working to enhance partnerships between the NHS and the voluntary sector.

- **Community health needs**  
We organised visits for Redbridge Shadow CCG to convey the contribution made by voluntary groups to local communities' health.
- **Gathering evidence of community health interventions**  
We organised workshops to increase groups' understanding of monitoring and evaluation.
- **Promoting voluntary sector health initiatives**  
We produced the second edition of *Our Health in Our Hands*, a compilation of case studies of 9 local voluntary groups providing health and social care services, to raise awareness amongst NHS colleagues of the voluntary sector's work.
- **Representation on health forums**  
We have had representation on NHS and Redbridge CCG forums looking at maternity services, Equality Delivery System, Integrated Care Management, Redbridge CCG Engagement Forum and Redbridge CCG Partnership group.
- **Enhanced communication between the voluntary sector, NHS and Redbridge CCG**  
We published health-focused articles in eNews and *Community*, held a Voluntary Sector Network meeting to bring together the voluntary sector and senior NHS colleagues, and encouraged participation in consultations on the Health and Wellbeing Strategy.
- **Increasing uptake of health promotion programmes**  
We supported voluntary groups to hold events to raise awareness on health issues. We worked with NHS Redbridge and voluntary groups to organise awareness sessions on bowel cancer.
- **TB Awareness**  
Tuberculosis is on the rise in Redbridge. We organised TB training with NHS partners, and organised the first TB Partnership bringing together the statutory and voluntary sectors and patients to discuss ways of reducing TB. We have been commissioned to deliver a TB Awareness Project, working with "Health Buddies" from local communities at high risk of TB.

*Dr Mehul Mathukia, Clinical Director of Redbridge CCG, Gladys Xavier, Deputy Director of Public Health Redbridge and Ross Diamond, Chief Officer of RedbridgeCVS, at the September 2012 meeting of the Redbridge Voluntary Sector Network*





# Fit for Fun

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

**Tracy Andrews**  
**Fit for Fun Project Coordinator**

“I have noticed my flexibility has improved and it helps with my sleep and helps a great deal with stress.”

“It relaxes me and helps me to focus. It has also helped my high blood pressure!”

“Reduced work stress levels and personal emotional well-being. I have also noticed a difference in flexibility and strength.”

The Fit for Fun exercise programme is now in its 5th year of offering 20 weeks of free exercise classes to groups in an activity of their choice.

Any voluntary or community group of people aged from 5 years to those in their nineties and beyond, with a shared interest, can take part in this flexible and rewarding scheme. We offer the sessions with a vetted and qualified instructor to carry out their chosen activity.

Over the 5 years, 2500 participants from around 200 groups have benefited from Fit for Fun. Resistance Sliding is a new activity undertaken by a number of groups this year, with Yoga and Keep Fit being the most popular.

The range of groups who have taken part in year 5 include supported housing for elderly and vulnerable people; young people's groups; community groups of staff members of schools, mental health and youth services.

Groups are supported and encouraged to continue exercising after the 20 weeks is over. Self funding and also training members of groups to self teach are popular ways in which some groups have continued with exercise. We have received positive feedback from groups that their members really want to continue improving their general health and wellbeing in the longer term.

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

## Over 2500 people have started taking exercise

# Volunteer Centre Redbridge

2012 was *the* year for volunteers. Who could have failed to notice the superb work that they did at the Olympic and Paralympic Games? One of the Games volunteers was our very own Nilda Dias, pictured below, in her distinctive uniform.

## Information advice and guidance for potential volunteers

Perhaps as a consequence of the Games, the two Volunteer Centre Redbridge workers and our wonderful volunteers – Lynne, Nilda, Lisa, Krithika, Grace and Mita – were busier than ever and able to provide information, advice and guidance in person, by phone and by email to over 2,500 people during 2012-13. Out and about in the community, Volunteer Centre Redbridge has held information stalls at Work Redbridge Work Clubs and Opportunity Fairs, Redbridge Green Fair, at Redbridge College and Redbridge Institute, UK Older People's Day, Ilford Central Library's reopening and the two 'Giving Time for Others' community and volunteering fairs supported by the Mayor of Redbridge, Cllr Javed. We also ran 15 Introduction to Volunteering workshops, which are a great idea for people who are new to volunteering or have not volunteered in this country and allow people to explore their options in a group setting.

## Support to organisations

Over 50 new organisations registered opportunities with us during the year. We have also supported volunteering managers from the voluntary and public sectors to develop roles and policies and procedures, resolve difficulties and develop themselves through our new workplace coaching service.

## Securing our future

Considerable time has been spent this year seeking funding for the continuation of Volunteer Centre Redbridge's services. We are delighted to report that we have won a tender from the London Borough of Redbridge that will enable us to deliver services for the next 3 years.

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

**Liz Walker**  
Manager  
Volunteer Centre Redbridge

*Paralympic volunteer  
Nilda Dias (left) was  
interviewed as part  
of RedbridgeCVS's  
2012 AGM*



# Community Fundraiser

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

RedbridgeCVS successfully bid for matched funding from Redbridge Community Fund for a Community Fundraiser. This meant that, by the end of March 2013, 48 groups received free one to one support with making funding bids, including getting ready for grants, identifying funding opportunities and developing applications, resulting in £111,878 of new funding for some of these groups.

This is what one group said about the support:

"I just want to say 'thank you' for the support you have been giving to [our group] to help identify funders... Whether we are successful or not, just knowing you are willing to give your time is much valued."

15 groups attended our bid-writing workshop to help improve their chances of writing successful grant applications. Here are some comments:

"My knowledge of fundraising is very limited. What I was taught today has been of huge benefit."

"This session made it so much easier to understand application forms and what the funder is looking for."

We also held several funder events: our funding fair brought together Redbridge Arts Council, the Big Lottery Fund, East London Community Foundation, Localgiving.com, the Jack Petchey Foundation and Trust for London. Big Lottery Fund and London Community Foundation participated in 'Meet the Funder' sessions, and Localgiving.com ran a workshop on using computers to take online donations.

“We’ve just had positive results from three funders! So that will stabilise us for the year. Thank you for your help in identifying ways to strengthen our grant applications.”

## Over £110,000 raised for community groups



# Partnerships

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

**Ross Diamond**  
Chief Officer

2012/13 saw many changes to the NHS and in the relationship between central and local government. Together with the impact of the recession, these meant that the need for partnership working across all sectors was more important than ever.

Part of the NHS restructuring included the abolition of the "LINK", and its replacement by "Healthwatch" as the voice of patients, service users and carers in the NHS and social care. We had hosted the successful Redbridge LINK since 2008 and were committed to helping it gain full independence. We were delighted when Redbridge Council took the decision to award the Healthwatch contract to the newly-independent LINK/Healthwatch organisation and we wish them every success in the future.

In 2012/13 RedbridgeCVS managed the election of voluntary sector representatives to the Public and Voluntary Sectors' Partnership which oversaw the implementation of the new Redbridge Compact (alongside the Compact Champions group), as well as discussing the implications of the new Public Services (Social Value) Act, which gives voluntary organisations a more "level playing field" when bidding for contracts, and the Localism Act which gives a range of new powers to local individuals and groups.

*Mayor Cllr Muhammed Javed and John Garlick, Chair of the Public and Voluntary Sectors' Partnership, reconfirm the commitment to joint working made in the Redbridge Compact.*



The year saw a review of the Redbridge Strategic Partnership and although RedbridgeCVS argued strongly for the RSP to continue, by the close of the year this was looking unlikely. We do, however, continue to host the Police Community Engagement Group and have a place on the new Health and Wellbeing Board that will start in early 2013/14 and we will do all we can to ensure that the voices of voluntary and community groups can be heard wherever possible.

# RPCEG

## Redbridge Police Community Engagement Group

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

Liz Pearce  
RPCEG Coordinator

“The RPCEG meetings allow me to engage with the community, to find out what is important to them and to seek views on policing the borough.”

Chief Superintendent  
Sue Williams

Redbridge Borough  
Commander,  
Metropolitan Police

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 20 voluntary and community sector organisations, plus Safer Neighbourhood Panel and Police Independent Advisory Group representatives. It is attended by Councillors, senior Police and Council Officers.

The group hold 4 public meetings a year and during the course of this year topics for discussion have included:

- The workings of the Magistrates' Courts
- The HMIC Custody Inspection visit and report at Ilford Police Station
- The use of tasers in the borough
- Anti-social behaviour and new legislation
- Operation Nexus (designed to identify anyone taken into custody here who is wanted by a police force in another country)

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 & Search Monitoring Group which meets on a quarterly basis to analyse the latest information on stop and search in the borough and monitors 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.

# RedbridgeLINK

## Redbridge Local Involvement Network

[www.healthwatchredbridge.co.uk](http://www.healthwatchredbridge.co.uk)

**Cathy Turland**  
Manager, RedbridgeLINK and Healthwatch Redbridge

Last year LINK interacted or engaged on a personal level through face to face meetings, consultations and other events with over 1,300 people. Specific information was sent to over 13,800 individuals and organisations and through those organisations to well over 50,000 people.

We held many events and opportunities for local people to engage with us, a few of which stand out. We responded to a number of local and national consultations ranging from Welfare Reform through to Health and Wellbeing Strategy Development.

We conducted our first Enter and View visit to King George Hospital in response to concerns raised about patient care. This report has seen an improvement to patient experience within the ward setting.

Working in partnership with the organisation Action for Blind People, we consulted with visually impaired people living in Redbridge regarding the current standards of services provided in the borough. Due to the success of this event, a new user led forum called 'Redbridge Vision' was established and launched in March.

Following on from this, RedbridgeLINK joined with Redbridge Sensory Services and Action on Hearing Loss to hold a similar event to consult with hearing impaired people regarding the same issues of service provision.

In October, RedbridgeLINK conducted a patient survey through local doctors' surgeries. We received 333 responses. The report findings were used as an initial trigger for our new project, Public Engagement in Redbridge (PEIR).

In this final year of the LINK project, the legacy that we take forward into the new organisation, Healthwatch Redbridge, should not be underestimated.

# LINK worked with over 1,300 local people



# East Tenders

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

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

East Tenders submits tenders for the delivery of employment and skills contracts, in partnership with predominantly voluntary sector organisations. Our main area of work is contract management, project delivery and partnership development.

We currently work in partnership with six East London organisations to deliver two employment and skills contracts in two East London boroughs.

A major change for East Tenders this year is that we no longer have member organisations, as we have ceased to operate as a consortium because we no longer have the funding to do this work. We now liaise with other CVSs to invite local voluntary organisations to send expressions of interest to us when suitable partnership opportunities arise.

## **Jobshop Community Outreach**

In January 2012 East Tenders won a contract worth almost £2 million funded by the European Social Fund, London Councils and Barking & Dagenham Council to support unemployed Barking & Dagenham residents into work or further training. This project is delivered in partnership with Community Links, DABD, Widows & Orphans, Harmony House and Skills Collective.

The project began delivering services in February 2012 and has been so successful that additional funding was awarded to work with more unemployed people, increasing the project funding to £2.1 million. Barking & Dagenham College and the London Borough of Barking & Dagenham's Jobshops subsequently joined the partnership to get more people into work.

This contract has enabled the East Tenders team to expand and two additional staff were recruited to support project delivery: Chrissi Eibisch as a Projects Officer and Sherri Dempsey (a former project participant) as a Trainee Projects Officer.

## **Get Working**

In July 2012 East Tenders won funding of over half a million pounds from ESF/London Councils and Waltham Forest Council to help unemployed Waltham Forest residents progress into sustained work or further training. We deliver this in partnership with Community Links and DABD.

East Tenders will continue to bid for contracts in partnership with other providers and is also looking to have a role as a subcontractor on large scale contracts.

*East Tenders client Maria Pal, winner of Adult Learner Participant of the Year, at the ESF ERDF Awards.*

*Maria said, "I am so happy to be working. My confidence has grown and I have come so far."*



# Who We Are

## Board of Trustees 2012-2013

**Brian Spinks**

Chair



**Neil Zammatt**

Vice-Chair



**Ali Qureshi**

Treasurer



**Ram Bhandari**



**Bashir Chaudhry**



**Valerie Cummins**



**Mandeep Gabhari**

**Valrie Gittens**

**Keith White**



**Cllr Brian Lambert**

Local Authority Observer



## Staff 2012-2013

**Ross Diamond**

Chief Officer



**Harjit Sangha**

Finance Manager



**Liz Pearce**

Operations Manager



**Tasnim Iqbal**

External Affairs Manager  
(to 30 April 2012)



**Tracy Andrews**

Fit for Fun Coordinator



**Martyne Callender**

East Tenders Employment & Skills  
Manager



**Shaida Dar**

East Tenders Admin/Monitoring  
Manager



**Sherri Dempsey**

East Tenders Trainee Projects Officer



**Yeva Dobrovolksa**

East Tenders Apprentice  
Administrator



**Karolina Dylewska**

Minute Taker/Administrator



**Maddy Edwards**

Development Coach (to  
November 2012)



## **Chrissi Eibisch**

East Tenders Projects Officer



## **Dijon Pitt**

East Tenders Apprentice  
Administrator

## **Danielle Heywood**

East Tenders Apprentice  
Administrator

## **Jyoti Tandel**

Finance Assistant



## **Brenda James**

East Tenders Project Officer



## **Laura Thistlethwaite**

Administrator/LINK Information  
Officer (to July 2012)



## **Ola Kanu**

Community Fundraiser



## **Cathy Turland**

LINK Manager (to March 2013)



## **Baljit Manku**

East Tenders Apprentice Projects  
Officer



## **Bojana Vojinovic**

Volunteering Brokerage Worker



## **Saffina Masood**

LINK Outreach Worker  
(to March 2013)



## **Swati Vyas**

Health Partnerships Officer



## **Gian Marco Milazzo**

East Tenders Job Brokerage  
Coordinator



## **Liz Walker**

Volunteer Centre Manager



## **Trish Mossey**

Training Manager



## **Colin Wilson**

Information Officer



## **Caroline Mullan**

LINK Project Development Officer  
(to March 2013)



## **Nisema Patel**

BAME Psychological Health  
Community Development Worker



## **Shilpa Patel**

LINK Administrator  
(to March 2013)





# 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.**

## Volunteer Centre Redbridge

Amerdev Luggah

Krithika Kalpathi Subramanian

Graca Serrao

Armenella Peake

Esther Akomeah

Dipa Kotecha

Lynne Rochford

Marie Roache

Adnilda Alves de Sousa Dias (usually known as Nilda)

Lisa Wilsher

## Room Bookings

Deri-Jane Somerset-Liquorish

Betsie Mbalu

Appellonia Wilson

## Information Services

Robert Cohen

Hinga Sticher

## Community Development

Bibi Rebbeca Jaulim

## Fit for Fun

Angela Walkes

## Redbridge LINK

Priyanka Naik



*Luke Benjafield of South Woodford carrying the Olympic flame. Luke volunteers for Help for Heroes and the Royal British Legion's Poppy Appeal.*

# 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

*Young musicians from Dhruv Arts  
celebrate the Hindu festival of  
Diwali at Ilford Exchange.*



# Accounts

Harjit Sangha  
Finance Manager

## Income and Expenditure Account for the Year Ended 31 March 2013

	2013 £	2012 £
Income	1,576,888	1,073,414
Expenditure	(1,513,653)	(1,039,636)
Income less expenditure	63,235	33,778
Brought forward – beginning of year	694,330	660,552
Carried forward – end of year	757,565	694,330

## Balance Sheet as at 31 March 2013

	2013 £	2012 £
<b>Fixed Assets</b>		
Tangible assets	13,810	14,810
<b>Current Assets</b>		
Debtors	436,092	43,522
Cash in bank and at hand	834,657	773,322
	1,270,749	816,844
Creditors: amounts falling due within one year	(526,994)	(137,324)
Net current assets	743,755	679,520
	757,565	694,330
<b>Reserves</b>		
Restricted funds	546,986	473,871
Unrestricted funds	210,579	220,459
	757,565	694,330



# Statement of Financial Activities for the Year Ended 31 March 2013

	Unrestricted Funds £	Restricted Funds £	Total 2013 £	Total 2012 £
<b>Incoming Resources</b>				
Incoming Resources from Generated Funds				
Generated income	26,360	–	26,360	33,297
Investment income	4,305	–	4,305	3,750
Incoming Resources from Charitable Activities				
Grants	106,373	1,439,850	1,546,223	1,036,367
Total incoming resources	137,038	1,439,850	1,576,888	1,073,414
<b>Resources Expended</b>				
Cost of Generating Funds				
Charitable activities:				
Costs in furtherance of charity's objects	173,211	810,941	984,152	932,056
Delivery of contracts	–	516,178	516,178	99,564
Governance costs	12,735	588	13,323	8,016
Total resources expended	185,946	1,327,707	1,513,653	1,039,636
Net incoming resources for the year	(48,908)	112,143	63,235	33,778
Transfers	39,028	(39,028)	–	–
Brought forward – beginning of year	220,459	473,871	694,330	660,552
Carried forward – end of year	210,579	546,986	757,565	694,330

The information presented here is extracted from the Trustees' Report and Financial Statements for the Year Ended 31 March 2013. The full report with detailed financial information and the auditor's report is available on our website at [www.redbridgecvcs.net](http://www.redbridgecvcs.net), or call 020 8553 1004 to have a copy posted to you.

# RedbridgeCVS

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

020 8553 1004  
[info@redbridgecvs.net](mailto:info@redbridgecvs.net)  
[www.redbridgecvs.net](http://www.redbridgecvs.net)  
[@redbridgecvs](https://www.instagram.com/redbridgecvs)

*Letting off steam at Lambourne End Centre for  
Outdoor Learning.*



We are funded by:

London Borough of  
**Redbridge**



North East London and the City

**MAYOR OF LONDON**

OFFICE FOR POLICING AND CRIME



LOTTERY FUNDED



European Union

European Social Fund

Investing in jobs and skills



Skills Funding  
Agency

**LONDON  
COUNCILS**



Waltham Forest