

CVS Stirling ANNUAL REPORT



Annual General Meeting 2008

24th September 2008

John Player Building

STEP

Stirling

FK7 7RP

CVS Stirling is a Company with Charitable Status Limited by Guarantee.
Company Number SC169437.
Charity Number SC016980

Table of Contents

CHAIRPERSON'S REPORT	3
TREASURER'S REPORT 2007 - 2008	4
CHILDREN IN NEED	5
CVS STIRLING MEMBERSHIP	6
EVIDENCE OF PERFORMANCE	7
CURRENT THIRD SECTOR LANDSCAPE IN THE STIRLING COUNCIL AREA	9
COMMUNITY PLANNING QUESTIONNAIRE RESULTS	10
ACTIVITY AND SERVICES	11
Website	11
CVS Stirling e-Bulletin	11
Enquiries	12
Quality Standards	12
CVS STIRLING'S CHARITY CHRISTMAS EVENT	13
PARTNERSHIPS	13
Stirling Area Access Panel (SAAP)	13
Action for Equality Forum	14
Forth Valley & Lomond LEADER	15
Stirling Community Health Partnership and Public Partnership Forum	15
CVS STIRLING STAFF 2007 - 08	16
BOARD OF DIRECTORS 2007 - 08	16

Mission Statement

CVS Stirling shares a common mission statement with all other CVS operating in Scotland which is:

"Councils for Voluntary Service exist to represent and support the voluntary sector, to assist organisations in coming together for common purposes, and to enable local people to gain access to decision-making processes which affect their communities."

"Councils for Voluntary Service aim to present the common policies and concerns of voluntary organisations, to develop new ways of responding to need in partnership with statutory agencies who are also concerned with social and economic regeneration."

During 2007 – 2008 CVS Stirling received funding from



CHAIRPERSON'S REPORT



CVS Stirling has had another eventful year, with major changes in the political arena and changes with the Scottish Government playing an important role in shaping the sector as a whole and the CVS Network.

The Concordat, and the development of Stirling Council's Single Outcome Agreement, will impact on the delivery of key services by the Third Sector. It is heartening to hear Government Ministers are determined to build stronger partnerships to enable Third Sector and Local Authorities to work together to deliver better services in the most effective way. They are fully supportive of the need to

support and invest in a strong Voluntary/ Third Sector in Scotland.

CVS Stirling, in partnership with the CVS Network, has been in negotiations with the Scottish Government, Third Sector Division, to develop a new 3-year Business Plan. I am pleased to say this plan was approved and attracted an additional investment in the network, which cascaded to an increase in Local Government funding for CVS Stirling. The current Business Plan ends in April 2011, after which it is anticipated that funding of the network will take different forms. I feel the sector has a major role to play in ensuring we shape the future and continue to develop a thriving Third Sector, both here in Stirling and nationally.

The past year's activities have reflected the changing environment and were at times very challenging, due to the expanding workload and the need for additional staffing to meet this. I am pleased to say that we have managed to double our staffing levels as from April 2008, and are already reaping the benefits.

CVS Stirling continues to develop its services to meet the needs of the sector we support. The addition of a host of web-based services, post June 2008 has been welcomed by the sector. We have developed and maintained new and innovative ways to keep the sector updated on both local and national agendas.

Partnership working is the only way to achieve the necessary collaborative gain needed by and for the sector. CVS Stirling continues to source new partners and to bring together like-minded organisations, maximising local service delivery. In particular, CVS Stirling is keen to work more closely with Local Intermediary Organisations such as Stirling Volunteer Centre and Citizen Advice Bureau. Funding has been secured to develop a Pathfinder Project, bringing together CVS, VC's and the NHS across Forth Valley. This is the first time a project like this has been developed and I look forward to reporting progress on this in next year's report.

Core Activities

CVS Stirling, along with all the CVS in the Network, delivers its services via the Core Activities Framework which focuses on 6 key areas:

- ✓ Understanding the voluntary sector
- ✓ Communicating with the voluntary sector
- ✓ Representing the interests of the voluntary sector
- ✓ Providing support services
- ✓ Promoting good practice
- ✓ Growing the sector

CVS Stirling wants the Third Sector to be a thriving community and to connect with the appropriate partners and agencies

CVS Stirling has made considerable progress since incorporation as a company limited by guarantee in 1997 and has been active in achieving the Standards Framework Document. The six key standards we work to are:

Understand, Communicate, Support, Grow, Represent and promote **Good Practice** with the Sector.

The Supporting Voluntary Action Programme is the investment from Big Lottery Scotland to enhance and develop CVS around Scotland. The programme is key to strengthening the CVS infrastructure at both a local and national level. This strategic development will be rolled out over the next 3/4 years. CVS Stirling is already actively involved in this process and sits on the steering group which will develop and deliver a bespoke quality framework for the sector.

An account of organisational activities is presented in this report.

Colin Newman
Chair

TREASURER'S REPORT 2007 - 2008

As an organisation we are deeply grateful for the increased funding from the Scottish Government and the continued support of Stirling Council, both with funding and the provision of premises.

The past twelve months have been fraught with uncertainty regarding funding and with prospective changes in accommodation. This has resulted in the difficulties Marina has experienced working on her own without the support of any development staff.

However we have been able to keep the organisation going, and latterly have been able to employ a Development Worker, Lee Stevenson, who has proved a valuable addition to the staff. Through our participation in the New Deal Scheme, we have also had the assistance of several workers within the office.



Uncertainty throughout 2008 so far regarding changes in premises, has also contributed to the difficulties running CVS Stirling. But with the present staffing, I feel we will be able to continue the useful work of the organisation.

We welcome the major investment from BIG Lottery, which will help develop CVS around Scotland. Although this does not mean that we receive any monies directly, it allows the organisation to fully engage in strengthening our capacity, strategically engaging with our own network but more importantly encouraging active engagement with our intermediary organisations.

This funding is for a period of four years, and I look forward to reporting back on progress made.

We continue to source relevant funding to maximise our service delivery here at the local level.

D. Sprunt
Treasurer

CHILDREN IN NEED

Funding is allocated by the Scottish Welfare Awards Network on behalf of BBC Children in Need.



Key Information:

282 Children have benefited from Children in Need in 2007

Stirling	137 Children
Falkirk	90 Children
Clacks	55 Children

CVS Stirling's grant allocation for 2008 is £15,150 - the same level of funding as last year.

The number of children who benefited in 2007 was 282.

Currently there are over 20 distributing organisations throughout Scotland – most of which are under the CVS banner.

Area distributors are entitled to charge a fee for administration costs - which are significant – but all have agreed to waive this charge, enabling all monies to go directly to the families.

Some of the feedback we've received from the children and their families:

- *'The girls were so grateful to choose clothes and shoes for themselves – without the help of the funds this would not have been possible'*
- *'The outing was a terrific bonding experience for the P7 pupils – they had a wonderful time'*
- *'This money has made a HUGE difference to the family – they cannot thank you enough'*
- *'A VERY big thank you for the grants awarded for the safety equipment for the children'*
- *'Being able to buy the clothes has boosted her confidence and self-esteem – thanks to the generosity of the fund'*

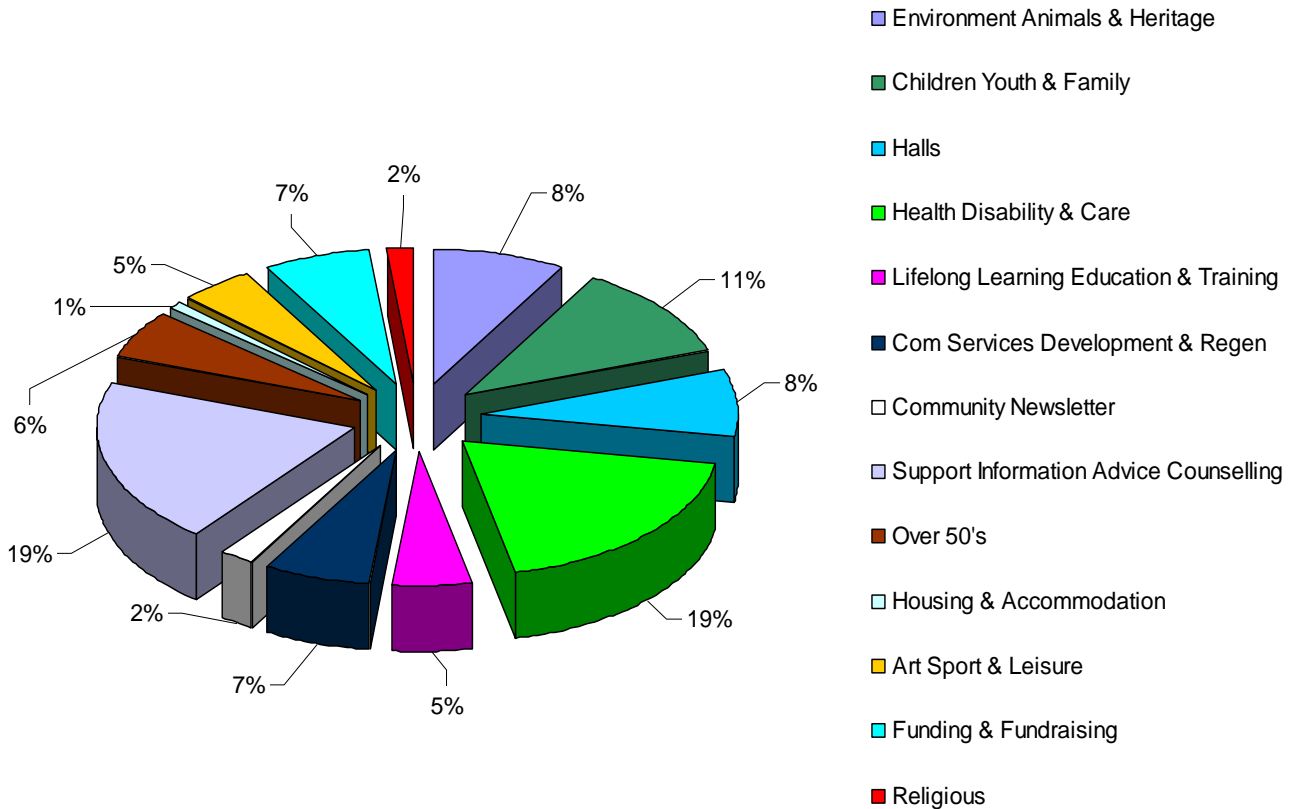
This illustrates the benefit that families can gain from even modest amounts of funding and, despite their difficult circumstances, to have hope for the future.

Tom Murray
Convener
Children in Need



CVS STIRLING CATEGORIES OF MEMBERSHIP

CVS Stirling currently has 126 members made up of voluntary, charity and community groups and organisations. These are split into the following categories. Information on each of these groups can be found in the Essential Guide page of the CVS Stirling website.



GROWING CVS MEMBERSHIP

Membership of CVS Stirling is free and brings many benefits, yet a great number of organisations in the Stirling Council area who could make use of our services have yet to sign up with us.

In awareness of this, we have an ongoing drive to encourage new members, and routinely advertise and inform on what we have to offer in our communications with groups and individuals in the sector. Joining is now quicker and simpler than ever, and there is the added option of signing up online at the CVS Stirling website.

Encouragingly, we are registering a steady influx of new members - eight in the last three months - and the trend looks set to continue. It is important, however, that growing CVS Stirling membership is not seen as an end in itself, and that members are also encouraged to be actively involved in our networks and activities.

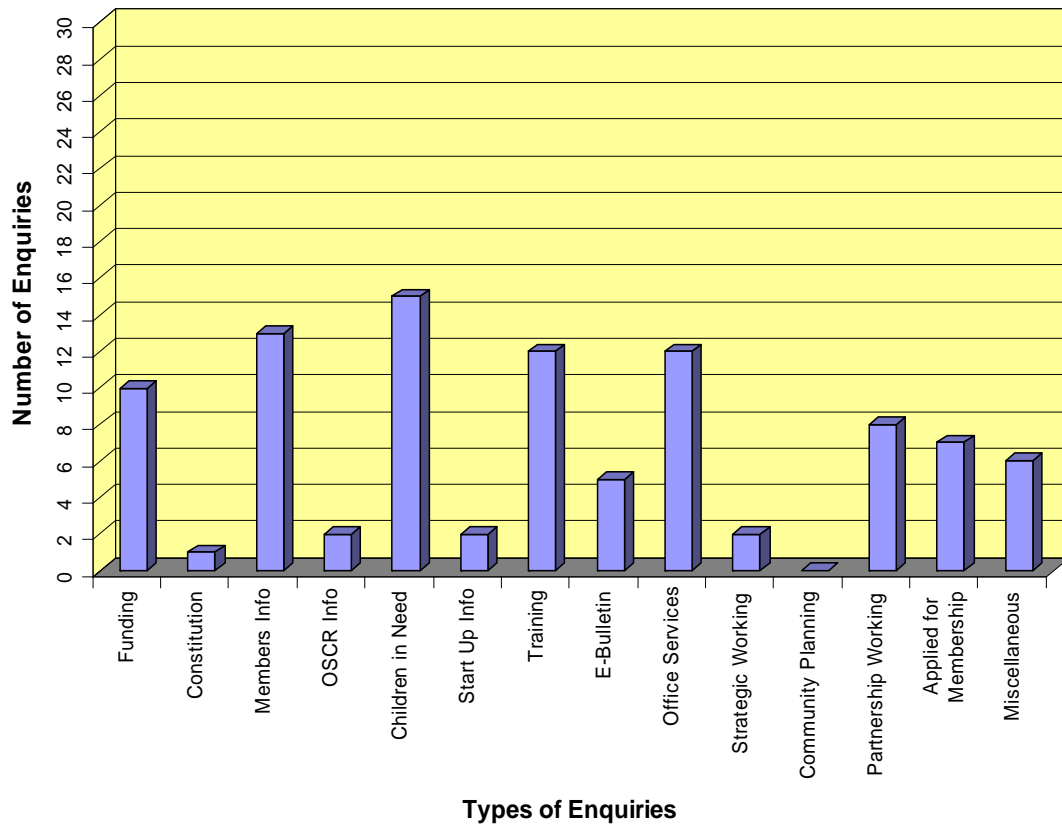
EVIDENCE OF PERFORMANCE

At CVS Stirling we offer a variety of services to our members. The following charts show the types of Enquiries made to CVS Stirling during the period June to September 2008, the Actions that were taken and the Method used to make contact.

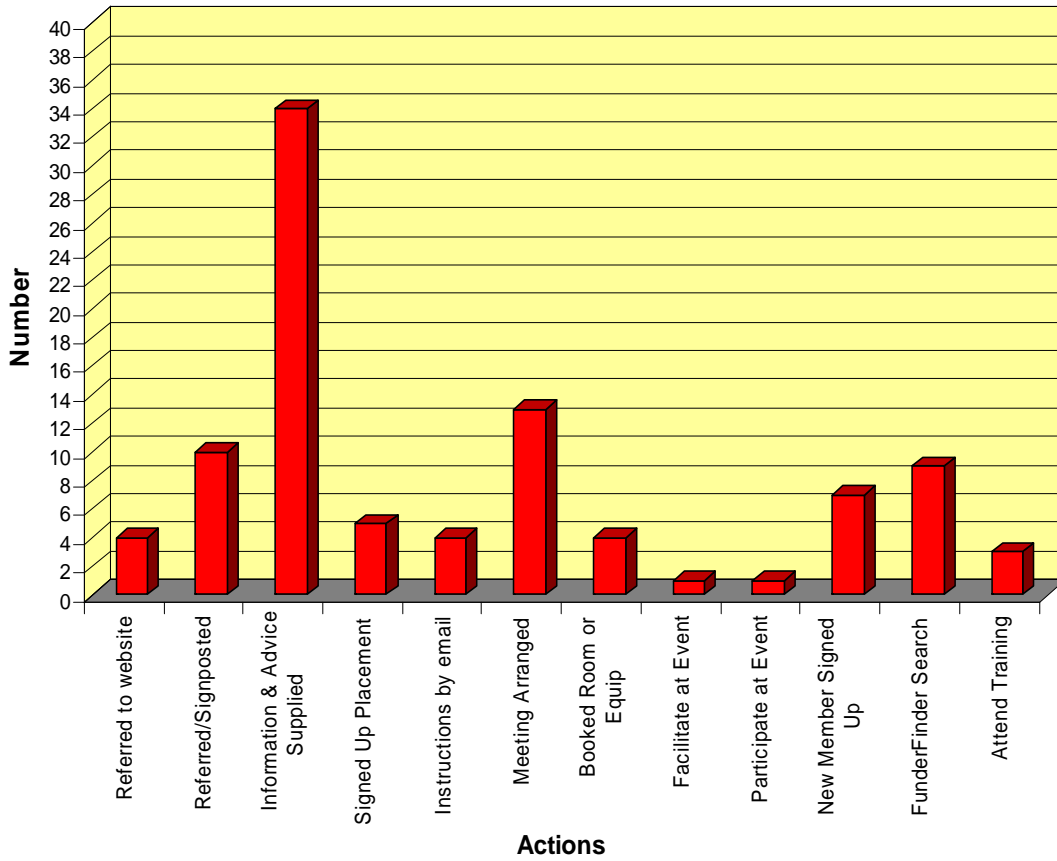
During this same period CVS Stirling started to distribute evaluation forms to measure the quality of service that is offered to members. The results of the completed forms follow.

CVS Stirling has recently developed a new monitoring system and therefore the following is only a sample result for the period June to September 2008. This system is now fully operational and full year's results will be available in next year's Annual Report. That will give a more accurate picture of range of services undertaken and the level of satisfaction with CVS's performance.

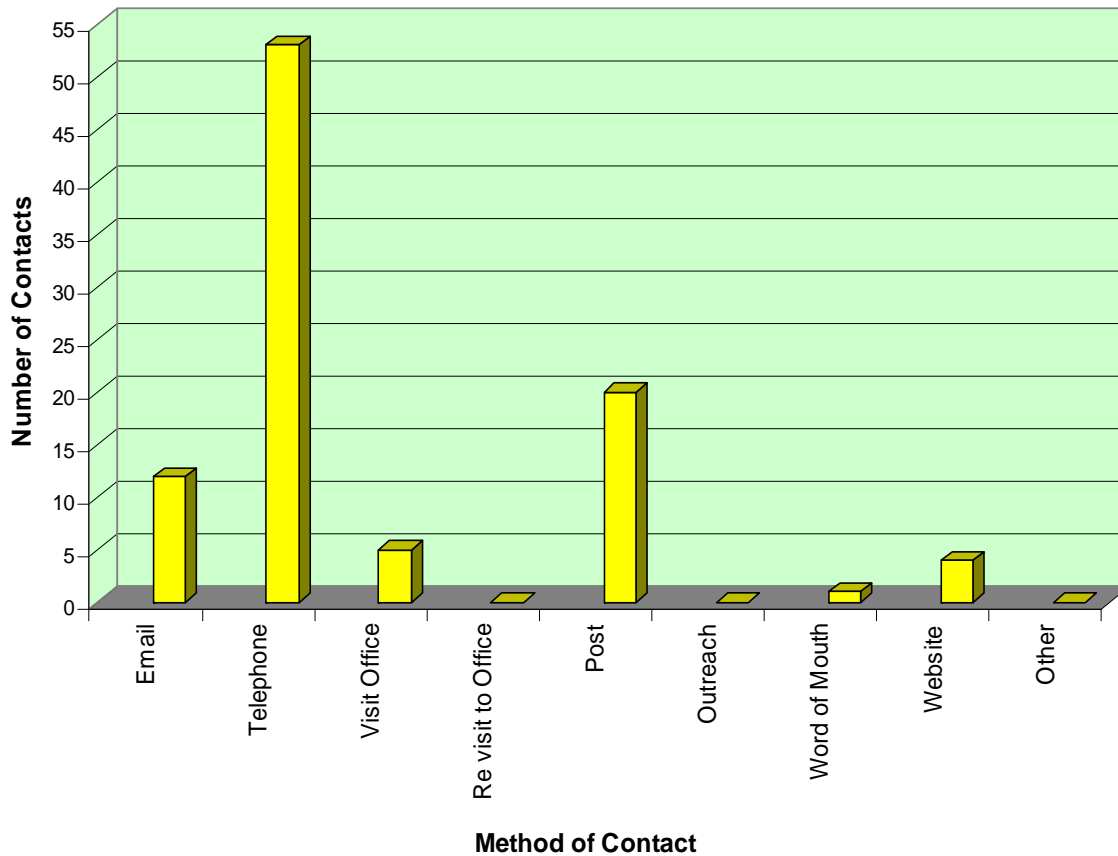
Enquiries to CVS Stirling June 2008 – September 2008



Actions by CVS Stirling June 2008 – September 2008



Method of Contact with CVS Stirling June – September 2008



Current Third Sector Landscape in the Stirling Council Area

The following chart illustrates the number of charities in the Stirling area per 10,000 of population compared with other local authority areas. These figures are drawn from the Annual Return figures submitted to Office of the Scottish Charity Regulator (OSCR).

Number of charities per 10,000 of population North Lanarkshire



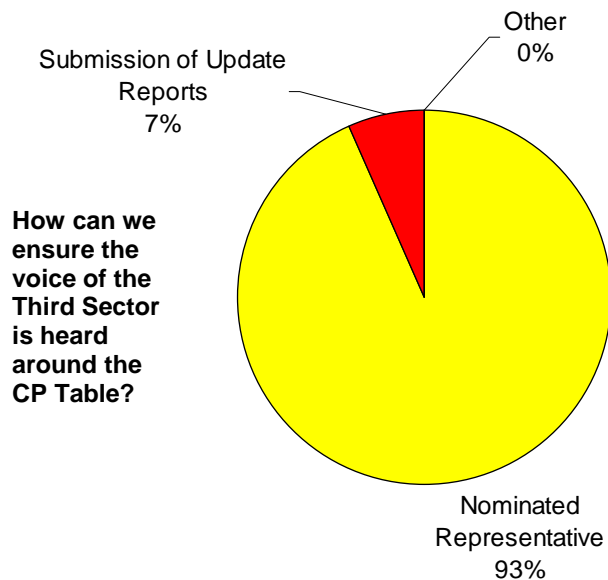
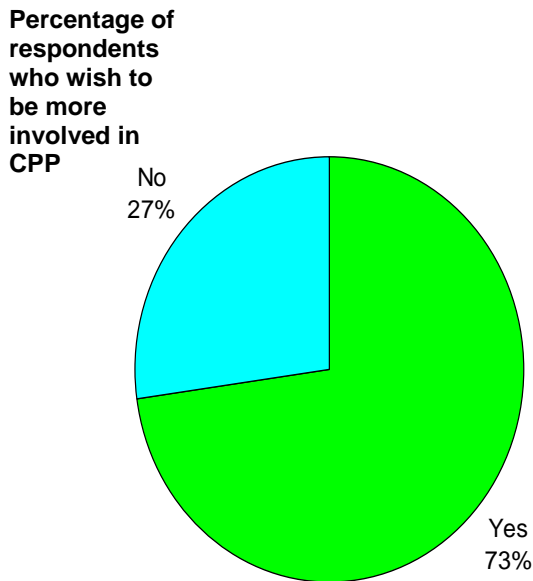
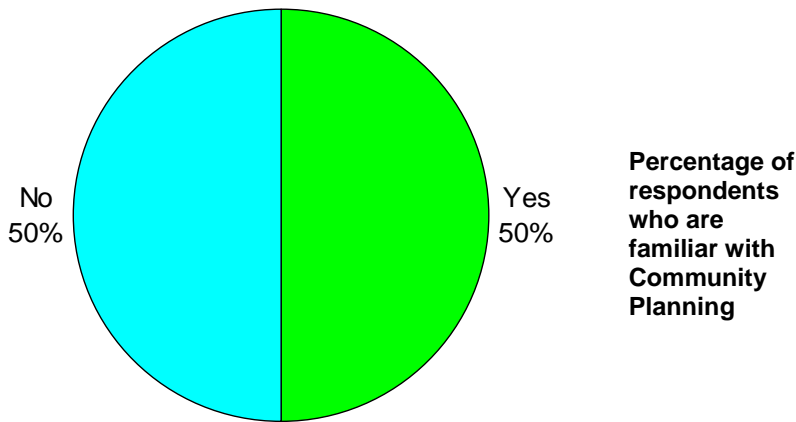
Presently in Stirling there are 511 charities registered through OSCR, 70.6% of these work only on the Stirling area.

Community Planning Questionnaire Results

Community Planning is the term used to describe the **process** whereby public agencies such as Stirling Council and NHS Forth Valley work together in partnership with the voluntary sector and local communities (Third Sector) to plan and deliver better services.

With this in mind, it is extremely important that the voluntary sector has a voice, and can influence and add value to this partnership.

CVS Stirling constructed and distributed a questionnaire to members to determine the level of understanding and involvement in the Stirling's Community Planning process and the preferred method that the Third Sector wishes to inform or be informed on Community Planning issues. Sample results below. To access the full report please contact CVS Stirling.



The following are a sample of quotes made by some of the respondents who completed the survey.

'Give the Third Sector an allocated sum of money to spend from the Stirling Council budget, then the council will take notice of how it is spent and see the voluntary sector as an equal partner, not just an add on.'

'(Third Sector) Representation (should be) at each Critical Partnership'.

'In my limited experience the Community Partnership Forum meetings are mostly supported by volunteers from Community Councils. People want to relate to something that is geographically relevant given the wide disparity between rural and urban within the Council area'.

It is clear from the results of the survey that the local community want the opportunity to be represented on Community Planning issues. There is also a need for information relating to Community Planning to be disseminated to all interested parties in a clear and easily understood format.

ACTIVITY AND SERVICES

Website

CVS Stirling has recently launched a new website which is a valuable addition to our resource and information services. Although the website was only launched in May this year, to date it has had 1785 hits and more and more people are starting to access it.

The website has an abundance of downloadable resources available as well information on member organisations, partnership work and services available to members. The website is very easy to navigate and so far CVS Stirling has had a steady influx of positive feedback about the resource. One of the added benefits of the site is that groups and organisations can complete and submit the CVS Stirling Membership Form online. We hope to have more interactive resources available on the site in due course.

"Just to say that I am impressed with the website, easy to find your way about, brief but sufficient information, and plenty of useful stuff on it".

Rocktalk

Key Statistics Since May 2008

16 e-Bulletins distributed

6 GIN FunderFinder searches

4 PIN FunderFinder searches

3 Groups helped with constitutions

1 Community Planning Survey completed

1 Group helped to secure Charitable Status

1 Charity supported to wind up organisation

5 Member Groups profiled in e-Bulletin

7 Organisations signed up as members of CVS Stirling

CVS Stirling e-Bulletin

Another resource that has been redesigned and re-launched is the CVS eBulletin. It was felt that a more dynamic, creative and succinct account of local services, activities, events and news would appeal to our readership. It was also felt that featuring member groups in the publication would keep readers informed of the voluntary work being achieved throughout Forth Valley.

Feedback from members has been very positive and more and more groups are submitting their own articles to be included in the publications. Back issues of the eBulletin can be downloaded from the website.

“I was interested to see that you had job adverts and volunteer recruitment ads in this week's bulletin. This would certainly be of interest to playgroups looking for staff and also perhaps to playgroups and toddler groups looking to increase community involvement in local provision. Look forward to seeing how the bulletin develops.”

Enola Butler
Development Officer
Scottish Pre-school Play Association

“Just wanted to say that I always find these informative and helpful - just thought I'd give you a positive comment!! Keep them coming!”

Brenda Simm
Co-ordinator
Home-Start Stirling

Enquiries

Enquiries made to CVS Stirling over the last year have covered a wide spectrum of topics, ranging from support in setting up a new group, to the implications in winding up a charity and help with sourcing funding. CVS Stirling has received very positive feedback about the services received from the groups and individuals who have made the enquiries.

“Thank you very much indeed for forwarding these two attachments (eBulletin; Ready Reckoner). Combined with all the material you gave us at our meeting yesterday, we feel we are much better informed and prepared to proceed with our efforts to secure funding from appropriate sources. Thank you too for expressing a willingness to help us again should we need further help! We really appreciate that.”

Dr John Stewart
University of Stirling

“Thank you very much for your help. I'll get back to you later with the results.”

Lore Kelling
Stirling School of English

Quality Standards

How do we know CVS Stirling is going to be fit for purpose?

CVS Stirling is required by the Scottish Government funding package to reach an agreed quality standard. PQASSO is the quality assurance standard that has been selected by the CVS Network, in partnership with the Scottish Government. All CVS's across the network are on course to achieve Practical Quality Assurance

PQASSO

Is a straightforward, user-friendly quality assurance system intended to help organisations run more effectively and efficiently.

EFQM – Benefits

Makes your organisation more successful

Raises performance levels

Integrates policy & strategy with practice

Concentrates on continuous improvement

Produces a checklist of good practice

Encourages benchmarking

Brings together all quality initiatives under the one umbrella

System for Small Organisations (PQASSO) accreditation by 2009.

CVS Stirling has been instrumental in moving forward the sub group that is looking at quality matters as part of the Strengthening Voluntary Action bid and secured by Big Lottery Funding.

The European Foundation for Quality Management (EFQM) Excellence model has been chosen as the framework that will allow CVS Stirling to continually improve as an organisation.

CVS STIRLING'S CHARITY CHRISTMAS EVENT

34 charities participated in the 2007 event, raising just over £8,000.

Although the amount taken was less than the previous year, everyone involved believes this to be a really worthwhile event. Not only do the charities raise much needed funds but - just as importantly - it's a great opportunity to raise public awareness.

The catering was provided by the Sunlite Café again with much appreciated hot fare and home baking.

CVS Stirling congratulates the charities and their volunteer helpers for making this a successful and rewarding occasion, their commitment and enthusiasm is an inspiration!

Of course it wouldn't be possible without the tremendous support we have from the public, many of whom come along year after year to generously support their favourite charity. A big thank you to them all.

Key Information:

CVS Stirling has been organising the Christmas Sale for the past eleven years

34 Charities participated in 2007

Total amount raised by charities - over **£8,000**

PARTNERSHIPS

Stirling Area Access Panel (SAAP)

CVS Stirling in partnership with The Scottish Disability Equality Forum re-launched the Stirling Area Access Panel (SAAP) in June 2007.

The new grouping, made up from a host of voluntary, community and individual members, meets monthly to take forward all access issues affecting Stirling Council Area.

Recently SAAP held a very successful Away Day, which looked at the roles and functions of the group. The Panel's broad aim is:

'To promote self empowerment and enable access for all in order to realise their full potential in all aspects of life'.

The SAAP currently has an Admin base in the CVS Stirling offices. CVS Stirling supports this group to achieve its aims and operates a secretariat function, which is necessary, as currently the Panel do not have any paid employees. The Panel has just been awarded charitable status through OSCR.









Action for Equality Forum

This partnership was formed to enable equalities organisations, voluntary organisations and public sector funded organisations to more easily communicate with each other and the communities they serve on equality issues. This need has already been highlighted by the forming of the new Equalities and Human Rights Commission (EHRC) and the interest in participating in Community Planning Partnerships (CPP).

Various equalities organisations unanimously agreed at a meeting held in May 2007 that an Equalities Forum would be able to provide this platform. Central Scotland Racial Equalities Council (CSREC), Falkirk, Clackmannanshire and Stirling CVS's along with the three Volunteer Centres agreed to sit on the steering sub group and are now the driving forces behind the concept.

The current feeling is that a lot of good work is being done around equalities, however, stakeholders are interested in finding out what others are doing and the co-ordination of joined-up thinking.

The aims and objectives of the Forum are to provide:

-  A platform to communicate more easily and regularly
-  A space to exchange information and ideas
-  Better and easier discussion about, and engaging with the new Equalities and Human Rights Commission
-  A means of establishing partnerships and working relationships with organisations from all the Equalities Strands in order to enhance service delivery
-  A mechanism for providing joint training, seminars and conferences
-  Support and assistance to deal with equalities issues
-  A gateway for distributing marketing material to a wider audience
-  A vehicle for interacting with statutory bodies throughout Forth Valley

To date CVS Stirling has been involved in the production of marketing material to promote the Forum and in the development and organisation of a Community Planning Event in Falkirk where the Forum will be launched.

Forth Valley & Lomond LEADER

LEADER is part of the new Scotland Rural Development Programme (SRDP), aimed at promoting economic and community development within rural areas.

The aim of LEADER is to increase the capacity of local rural community and business networks to build knowledge and skills, innovate and co-operate in order to tackle local development objectives.

Support will be aimed primarily at small scale, community driven projects that are pilot and innovative in nature.

Applications can be submitted by constituted community groups, social enterprises, micro or small businesses, voluntary organisations or public sector bodies with a project idea that will benefit the rural community.

The Forth Valley and Lomond LEADER Local Action Group (LAG) will invest in Revitalising Communities and Conservation of Rural Communities. Funding applications will go forward for consideration and decisions will be made by the Local Action Group (LAG) which meets at least four times a year.

CVS Stirling along with representatives from the public, community and private sector sit on the LAG. CVS Stirling is the leading representative for the three CVS who operate within Forth Valley and Lomond Leader Area.

Stirling Community Health Partnership and Public Partnership Forum

Stirling Community Health Partnership (CHP) is a partnership between the public, voluntary organisations, local authorities and health services. The partnership aims to bring service providers together to improve services and access to these services, and to address illness prevention.

The three local CHPs, in Stirling, Falkirk and Clackmannanshire, are responsible for co-ordinating and planning the delivery of health and related social care services throughout NHS Forth Valley.

The Public Partnership Forum (PPF) acts as a link between the public and the CHP, communities are encouraged to get involved. Any individual who is a service user is eligible to become a member. Membership is also open to relevant groups and organisations.

CVS Stirling was elected onto the CHP as the Voluntary Sector Representative along with two other deputising organisations. CVS Stirling is also a key player within the PPF and sits on the PPF steering group.

The PPF hosts a wide range of conferences to inform the public about health related matters.

CVS STIRLING STAFF 2007 - 08

Marina A McGuire	Director
Lee Stevenson	Development Worker
Donald Saunders	Information Administrator
Linda Flockhart	Senior Administration
Alan Struthers	ICT & Advice Worker (post ceased March 2008)

BOARD of DIRECTORS 2007 - 08

Colin Newman	Chairperson
Dr. Deirdre Sprunt	Treasurer
Tom Murray	Company Secretary
Anne Docherty	
Terry Barlow	
Mike Stone	
Cathy Traynor	
Rev. Brian Webster	

Thank You

We'd like to thank all our member organisations and colleagues in networks, forums and agencies who have worked with us to develop the voluntary sector in the Stirling area. We would also like to thank Alan Struthers for his contribution and hard work for CVS Stirling.

More Information

If you would like more information about what we do, or would like to know how we can help your organisation please don't hesitate to contact us.

CVS Stirling
Third Floor
Municipal Buildings,
8 Corn Exchange Road
Stirling
FK8 2HU

Tel: 01786 469916 Fax: 01786 475261
Email: info@cvS-stirling.org.uk

CVS Stirling is a Company with Charitable Status Limited
by Guarantee.
Company Number SC169437.
Charity Number SC016980

