

# CVS Stirling ANNUAL REPORT



## Annual Report 2009

**23<sup>rd</sup> September 2009**

Mayfield Community Centre

St Ninians

Stirling

FK7 0DB

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



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## 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 2008 – 2009 CVS Stirling received funding from



## CHAIRPERSON'S REPORT



Moving office premises, two major voluntary sector conferences, working to address the challenges of the Single Interface paradigm – all these have contributed to what has been an eventful year for CVS Stirling.

But the saddest occasion of the year for us was the sudden death of our Chairperson Colin Newman in April. This has been a great loss to the organisation and we will miss the charm, insight and quiet dedication he brought to the role.

I had the honour of being nominated as the acting Chair in June, and I look forward to helping the organisation through what are challenging times, both for us and for the voluntary sector as a whole.

Throughout the disruption of the move from the Municipal Buildings, and the work involved in organising special events, we have not only managed to maintain our core services to voluntary groups, but, as this Report indicates, to increase levels of service delivery and grow our membership. This is largely due to the dedication and commitment of our staff, who are constantly seeking to develop and improve the quality and range of services we provide.

We are now settled in the Norman MacEwan Centre, where we are building on already strong partnerships with our neighbours in the Centre, namely Stirling Area Access Panel (SAAP), Stirling Citizens Advice Bureau (CAB) and the Council on Disability (COD).

Recently, the Centre held an Open Day to officially launch SAAP, but also to celebrate the relocation of CVS Stirling to its new home. No one who attended could fail to be impressed by the collective energy and enthusiasm displayed by the groups who took part. This energy and enthusiasm gives grounds for optimism in what, as I stated earlier, are challenging times.

Just as demand for the services provided by charities and voluntary groups has never been greater, so the role an umbrella organisation in supporting and championing these groups is more important than ever. We at CVS Stirling have plenty of work ahead of us.

Terry Barlow  
Chairperson

CVS Stirling's new premises



# CVS STIRLING - Thrive & Connect Business Plan 2009 – 11

## A THRIVING VOLUNTARY SECTOR

- The voluntary sector is supported by CVS Stirling to grow and develop from a strong and robust foundation

## A CONNECTED VOLUNTARY SECTOR

– Voluntary sector organisations have a voice, are heard and are active partners in changing communities for the better.

## A FIT FOR PURPOSE CVS

– The CVS responds to change, delivers quality services to meet local need and manages its services effectively

## A UNITED AND RECOGNISED NETWORK

– The CVS Network draws strength from its membership and influences national policy

### **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.

## TREASURER'S REPORT 2008 - 2009

CVS Stirling has had an extremely challenging year!

The Organisation moved from the Municipal Buildings, where we had been for over twelve years. You can imagine the cumulative upheaval this caused, both to staff and Board alike!

Moving to the Norman MacEwan Centre was a challenge in itself, as the premises we vacated were mammoth compared to this tiny open plan style office.

Once established and eventually fully functional, the office proved to be worth its weight in gold. The ease of accessibility and shop frontage, have led to numerous new drop-in enquiries and a significant increase in membership.



We are positioned next to the Citizens Advice Bureau, Council on Disability and latterly, the Stirling Area Access Panel and enjoying the many benefits of closer joint working opportunities. We look forward to progressing those developments over the coming year.

Being the Treasurer my major concerns were, understandably, the cost implications of moving. Stirling Council did help with this and although not fully covering the costs, their support was invaluable.

The Organisation has been involved in moving forward the Third Sector Interface development. This is looking at ways to strengthen the voice of the Voluntary Sector to encourage active participation in decision-making processes, especially within Community Planning Partnership. CVS and VC (Volunteer Centre) here in Stirling, are meeting to agree a way forward.

I wish to formally express the thanks of the Organisation to the Scottish Government and Stirling Council for the financial support to enable us to deliver on the Thrive and Connect Business Plan, at local level. This is a Business Plan that all CVS must deliver on to continue to attract the support and funding of the Scottish Government.

CVS Stirling will have to actively seek additional funding to secure the current staffing levels, which are imperative to the advancement of the Organisation. This will be a priority for the coming year!

Deirdre Sprunt  
Treasurer

## CHILDREN IN NEED

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



### Key Information:

**331** Children have benefited from Children in Need in 2008

Stirling	180 Children
Falkirk	108 Children
Clacks	43 Children

CVS Stirling was awarded a grant allocation for 2009 of £15,150.

The number of children who benefited in 2008 was 331.

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

CVS Stirling does not charge fees for administration, this enables all monies to go directly to the families.

Since October 2008 CVS Stirling has received 158 enquiries so far.

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

- *Thank you for supporting this young baby and her mum. Mum is really thankful*
- *Deepest thanks from the family for your generous donation – it has really made a positive difference to the lives of 4 vulnerable children*
- *Thanks for your quick response. I took a very happy and appreciative young carer shopping. She had a very exciting time at the residential outing and she and her mum have asked me several times to pass on their grateful thanks*

These grants, often of modest amounts, can make a significant difference to families experiencing difficult circumstances at times.

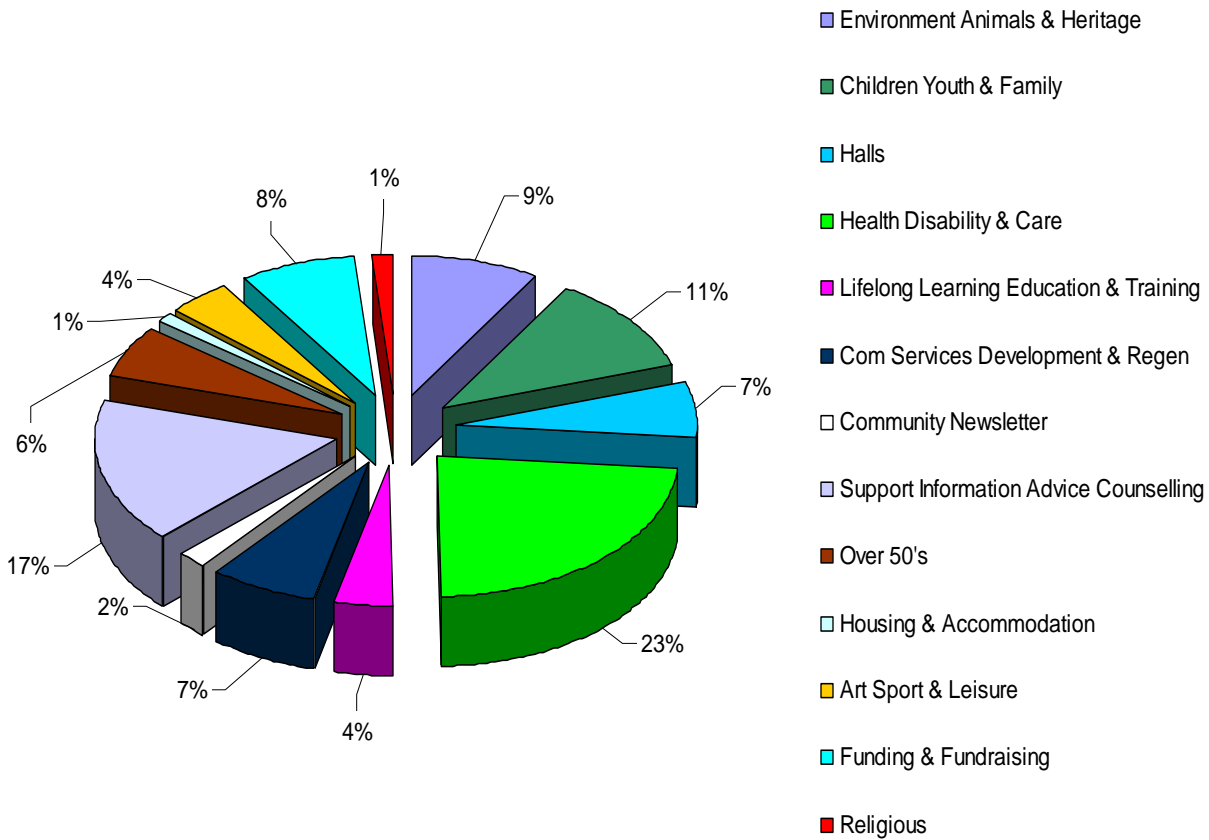
CVS Stirling would not be in a position to carry out this valuable function without the continuing dedication and hard work of Linda our Senior Administration Officer. Our thanks to her for the efficient running of this service.

Tom Murray  
Convener  
Children in Need



## CVS STIRLING CATEGORIES OF MEMBERSHIP

CVS Stirling currently has 156 members made up of voluntary, charity and community groups and organisations. Members 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 Stirling MEMBERSHIP

Membership of CVS Stirling is free and brings many benefits, including a fortnightly eBulletin, support and advice in funding, charitable status, starting up new groups, constitutions, etc.

We have registered 32 new members in the last year - and the trend looks set to continue. We have also supported 7 new groups to start up.

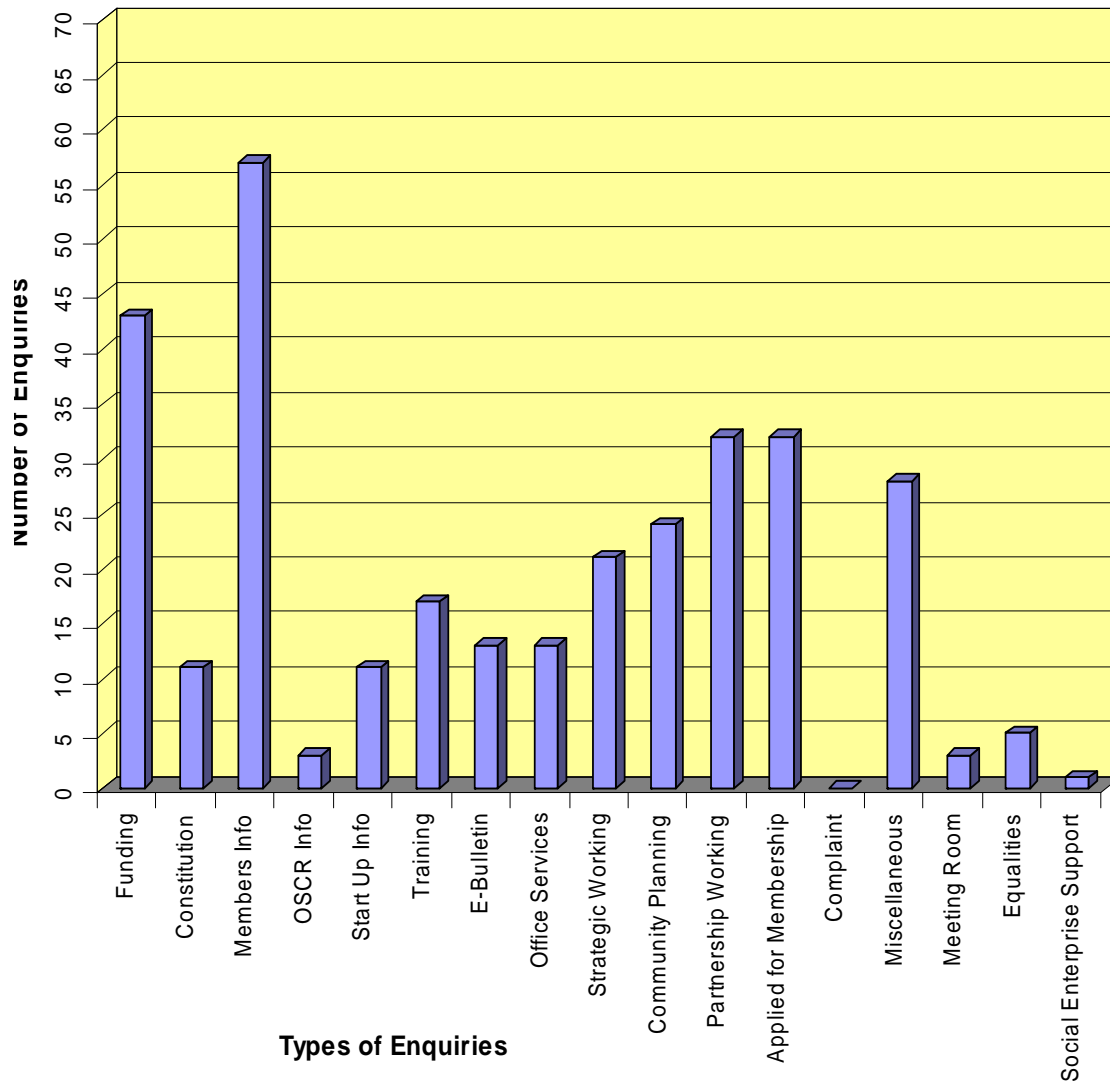
It is important, however, that growing CVS Stirling membership is not seen as an end in itself, and that members are also encouraged to be actively involved in our networks and activities.

# EVIDENCE OF PERFORMANCE

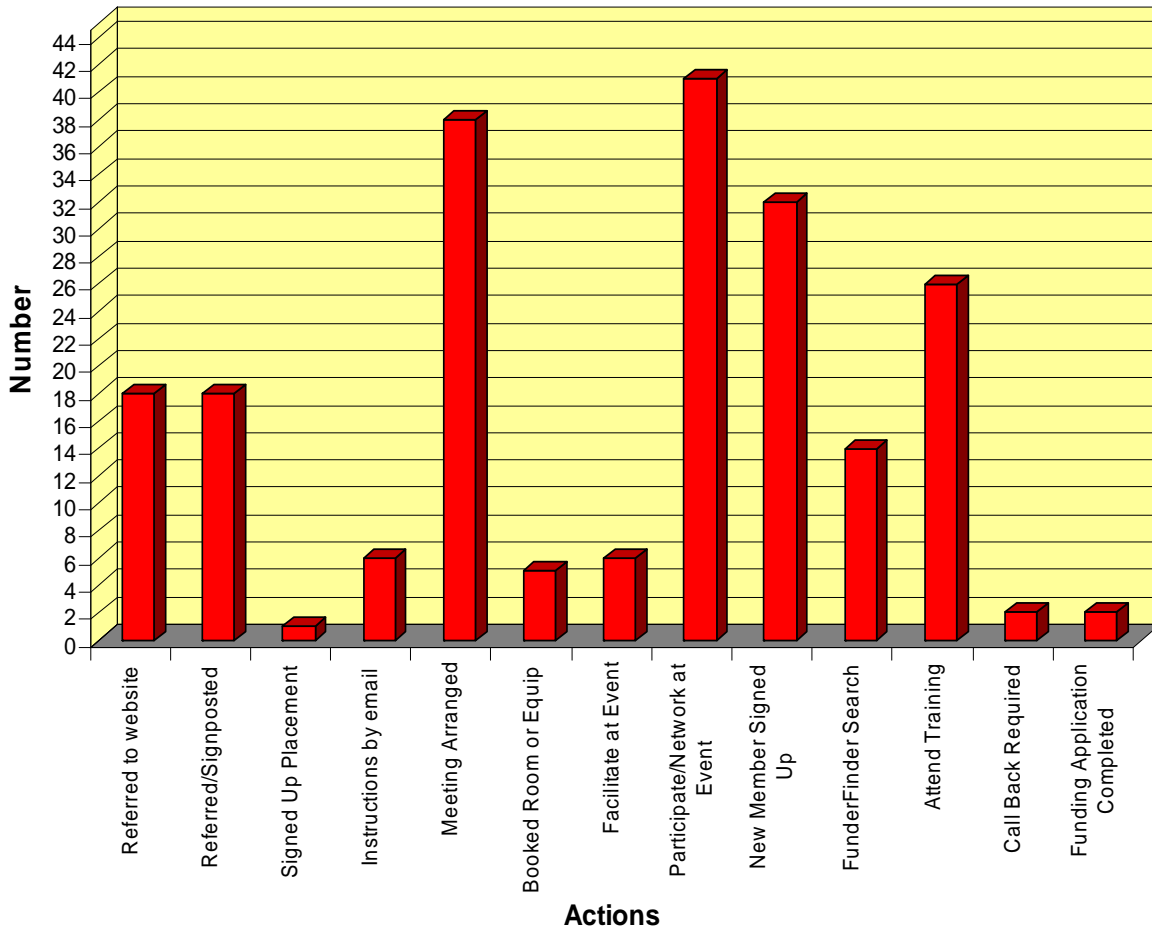
At CVS Stirling we offer a variety of services to our members. The following charts show the types of Enquiries made to CVS Stirling during the period October 2008 to September 2009, the Actions that were taken and the Method used to make contact.

CVS Stirling's monitoring system is now fully operational and gives an accurate picture of range of services undertaken and the level of satisfaction with CVS's performance.

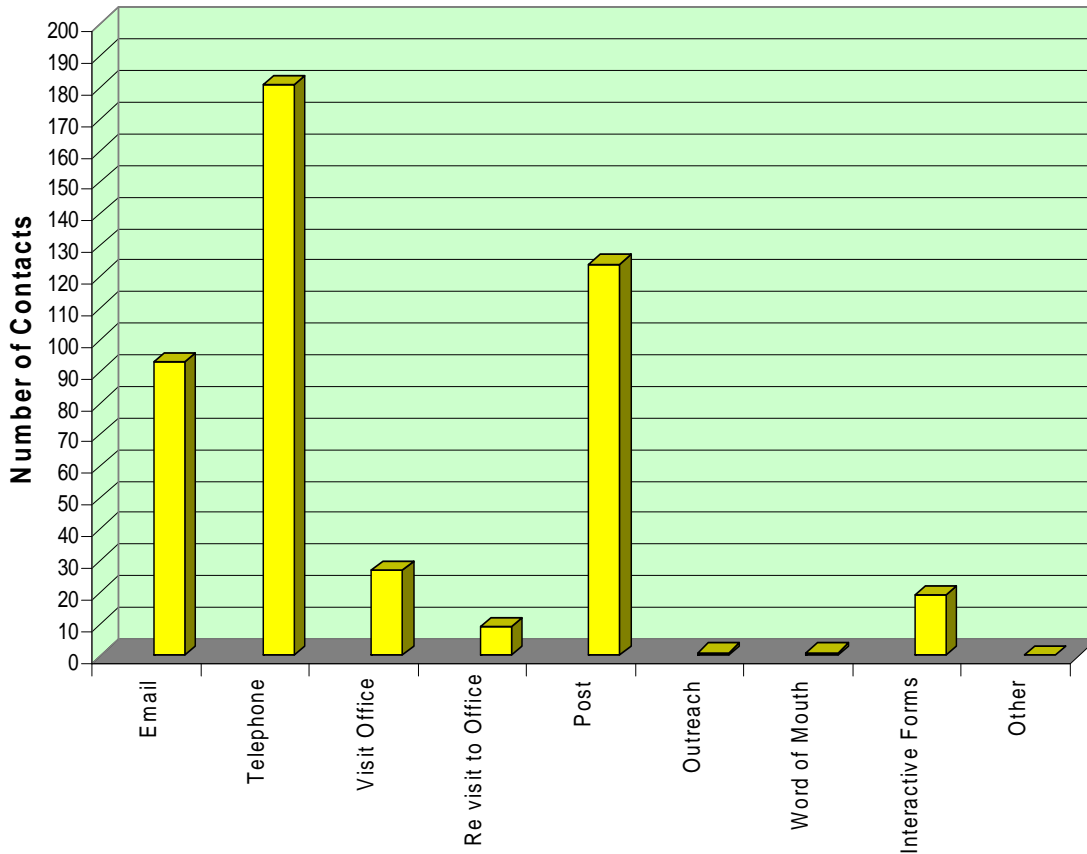
## Enquiries to CVS Stirling October 2008 – September 2009



### ACTIONS August 2008 - September 2009



### Method of Contact with CVS Stirling October 2008 – September 2009



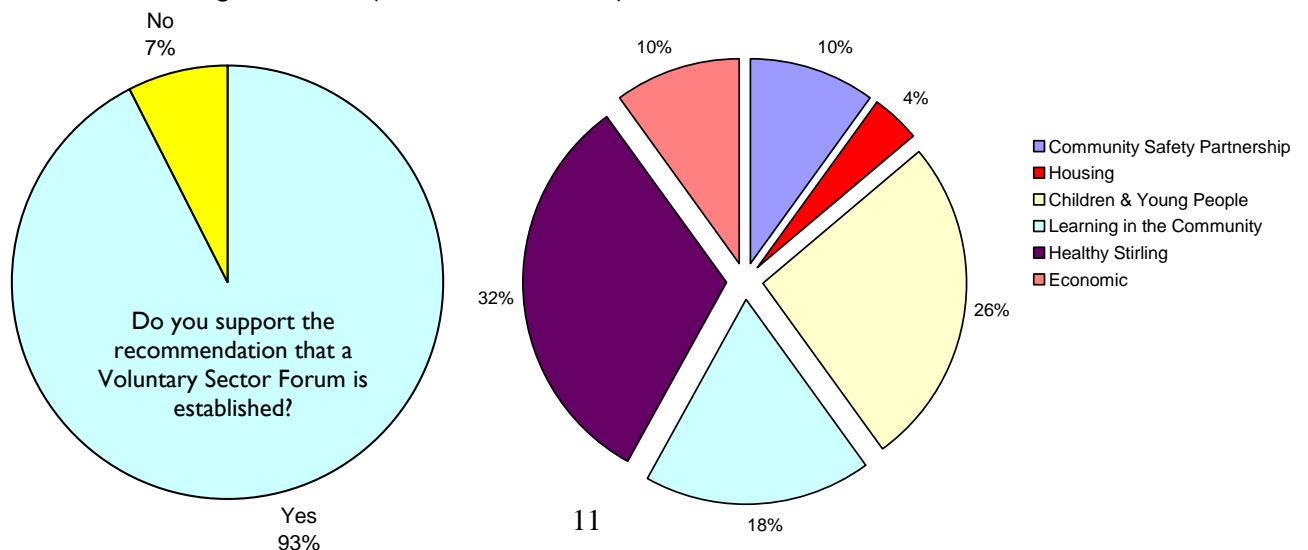
## Community Planning

It was clear from the results of the survey carried out by CVS Stirling last year that our members wanted to be involved in Stirling Council's Community Planning process, but were unsure of the structures in place that would allow them to fully engage.

In January CVS Stirling in partnership with Stirling Volunteer Centre and Stirling Community Planning Partnership organised a joint conference to explain the Single Outcome Agreement (SOA) and explore ways in which the Voluntary Sector could input into the document and the CP process. The conference report identified the following recommendations: (Report available online [www.cvs-stirling.org.uk](http://www.cvs-stirling.org.uk))

- ❑ A Voluntary Sector Body should be set up to facilitate, inform and engage the Third Sector in the CPP process and all partners should be equal.
- ❑ Through this body, thematic voluntary sector forums should be set up from which representatives from the Third Sector should be elected to sit on each of the six Critical Partnerships
- ❑ The Voluntary Sector Body should also have representation on all Critical Partnerships for Sector strategic purposes.
- ❑ A Voluntary Sector infrastructure should have a coordinating role to ensure the Third Sector is kept informed and involved in the CPP
- ❑ Mapping of the Third Sector should be carried out to identify which Critical Partnership/s would be of most value to each organisation.
- ❑ There has to be a clear and transparent process whereby all public funding streams are clearly defined and publicised.
- ❑ Information about Stirling Council's procurement process, and the capacity building required for organisations to take part in this process, should be researched and disseminated to the Sector through the facilitating body mentioned above.

CVS Stirling progressed these recommendations by firstly, sending out a short survey asking our membership and the delegates who attended the January Conference if they would support the recommendation that a Voluntary Sector Forum is established. Secondly, the respondents were asked which Critical Partnership/s would be of most value to their organisation. (See results below)



Feedback from the January conference identified a strong consensus for the sector to be involved in the decision making that would affect them. The next stage was to identify a model that would enable the sector to be genuinely engaged in this two way communication process, encouraging full participation in Stirling Community Planning Partnership.

CVS Stirling proposed an initial model which might allow a Voluntary Sector Forum to engage in the CP process. A second event was organised for the end of May for voluntary sector representatives only. This event was a chance for the sector to comment on the model and/or propose other structures that would deliver the same outcomes. This successful event was attended by 49 delegates and an abundance of useful feedback, comments and questions were collated.

The following key recommendations from the event emerged:

- To maximise engagement, further consultation with the wider Voluntary/Community Sector regarding the draft report shall be sought. This will be time limited to advance the findings of the report.
- CVS Stirling should coordinate this role in the interim period to advance any findings.
- Potentially champions could represent the Voluntary Sector and may sit on each Critical Partnership.
- Formation of a sub group to develop a more detailed operational plan.

95% of those in attendance felt that the model was a good starting point and could be improved on as the Forum developed. 96% agreed to be actively involved in the forum. This showed the level of commitment that the voluntary sector has agreed to take this forward.

The draft report was distributed to the wider membership of CVS Stirling, Stirling Volunteer Centre and Stirling Community Planning Partnership for comments and feedback.

# ACTIVITY AND SERVICES

## Website

CVS Stirling's website has gone from strength to strength. Since January this year we have had 3197 hits and more and more groups are using its resources. The majority of our new members submit applications via the website. Organisations are also signing up to be on the eBulletin's distribution list via the website.

CVS Stirling has supported two organisations by constructing a webpage within the CVS website. CARE Stirling an organisation that was initially set up to campaign against the closure of the Wellgreen and Beech Gardens residential care homes uses their webpage to publicise the organisation to their members and the wider community. Stirling Area Access Panel (SAAP) also has a webpage to publicise services and access information, as well as minutes of meetings. Council on Disability are keen to construct a webpage on the site in the near future.

Since last year the website has been developed to include an Equalities page that offers resources and information relating to Equality and Human Rights legislation and practice. A Social Economy page has also been developed to inform members of procurement opportunities and resources available to them.

The website continues to provide an abundance of downloadable resources for members, reports on CVS Stirling activity and partnership information and links.

*'(SAAP Webpage) That's a real step forward, having holiday information for people with disability'.*

[Dianne, Council on Disability](#)

## CVS Stirling e-Bulletin

The eBulletin continues to be a useful source of information and advice for the local sector. In keeping with its aim of responding to current developments, it has given special emphasis recently to highlighting tools and resources to help groups be sustainable through the recession. Sections are dedicated to topics such as news, funding, training, policy and social enterprise, and groups are encouraged to use the eBulletin to publicise their own events, appeals, recruitment etc.

### Key Statistics

October 2008 – Sept 2009

**24 e-Bulletins distributed**

**13 FunderFinder searches**

**10 Groups helped with constitutions**

**1 Community Planning Survey completed**

**2 Third Sector Community Planning Events organised**

**Joint Open Event held to promote SAAP, CVS Stirling, Council on Disability & Stirling CAB**

**Membership of CVS sits at 157**

**4 Member Groups profiled in e-Bulletin**

**32 Organisations signed up as new members of CVS Stirling**

**174 eBulletin distribution list**

Circulation of the eBulletin continues to increase through new CVS membership and other interested parties signing up to the mailing list via the website. Even throughout the disruption involved in CVS Stirling's move to new premises, the eBulletin was distributed regularly each fortnight.

*'Many thanks for your fantastic newsletter, there is a lot of interesting information in this.'*

**Mary Kenyon, Scottish Health Council**

*'I think the bulletin article (Groups in Focus) is super, thank you'*

**Ian Cluggie, Bannockburn Riding for the Disabled**

## Enquiries

Enquiries made to CVS Stirling have been on the increase since last year and more and more organisations have taken up support through the services we offer. The move to the Norman MacEwan Centre has meant a significant increase in the number of service users who walk in of the street. Many individuals have visited on passing the office to enquire what services CVS Stirling offers. Please see page 8 and 9 for information breakdown.

## Quality Standards

CVS Stirling is currently in the process of implementing the Pilot European Foundation for Quality Management (EFQM) as a framework that will allow CVS to continually improve as an organisation and be fit for purpose.

This framework is bespoke for the CVS Network and can be rolled out for use by the local voluntary sector. Once CVS Stirling achieves the Commitment to Excellence Level (C2E) then we will offer information events to encourage the sector to embrace this accredited European Quality Benchmarking Standard.

CVS Stirling has been instrumental in moving forward the sub group that developed the EFQM bespoke framework as part of the Quality Matters strand of SVA (Supporting Voluntary Action). This is the award that CVS received from the National Lottery Charity Board.

## CVS STIRLING'S CHARITY CHRISTMAS EVENT

### Key Information:

CVS Stirling has organised the Event for the past twelve years

34 Charities participated in 2008

Estimated amount raised by charities since inception -  
**£108,000**



34 charities participated in the 2008 event, raising £6,000.

This was down on the previous year's amount - mainly due to the different timing of the event. We are, however, booked for a Saturday in 2009 and look forward to increased numbers returning.

The Sunlite Café once more provided their delicious fare. Congratulations to the charities and volunteers for their commitment and enthusiasm – not forgetting the public who continue to loyally support this important event.

Members of CVS Stirling are given priority for booking tables for this event, membership is free.

## **PARTNERSHIPS**

### **Stirling Area Access Panel (SAAP)**

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

SAAP is a charitable organisation that consists of voluntary, community and individual members who meet on a monthly basis to take forward access issues affecting the Stirling Council area.

SAAP has had a very busy twelve months working in partnership with both CVS Stirling and the Council on Disability. The organisation currently has an admin base in the CVS Stirling offices and operates from the Council on Disability office. 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.

SAAP is currently being supported by CVS Stirling to produce a Business Plan that will outline the way the organisation is to develop. This Business Plan may also be used to help source funding for a worker to be employed by both SAAP and the Council on Disability.

### **Council on Disability**

The Council on Disability (COD) is a voluntary organisation set up and run by volunteers to support people in the Stirling area who live with some kind of disability and their carers. The organisation has over 20 years experience in this field and offers free, confidential and independent advice to individuals living with disability and their carers.

CoD is a charitable organisation and relies on the goodwill of the volunteers and funding from the Stirling Council. This charity is also based in the Norman MacEwan Centre, next door to Stirling Citizen's Advice Bureau and CVS Stirling.

SAAP and Council on Disability currently share office accommodation. A third year Community Education Student from Moray House College is currently working with both organisations to progress business proposals. CVS Stirling manage and facilitate this placement.

## Partnership Event



In August this year SAAP, in partnership with Council on Disability, Stirling Citizens Advice Bureau and CVS Stirling held an open day to launch SAAP and promote the partners to the community as a whole and highlight the Norman MacEwan Centre as a Voluntary Sector Hub. This was also an opportunity for CVS Stirling to officially open their doors. The ribbon cutting ceremony was performed by Margaret Newman, the widow of our late chairman Colin Newman.

The event was a fun event but also offered a serious side. It highlighted SAAP as a champion for the rights of access for people in the Stirling Council area. Terry Barlow who is also the Chairperson of SAAP explained at the event, "We are here to help people with access problems, and to campaign for better access across the area. Access problems can have a severe impact on the quality of life of all individuals."

## **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.

## STAFF AND BOARD

### CVS STIRLING STAFF 2008 – 2009

Marina A McGuire	Director
Lee Stevenson	Development Worker
Donald Saunders	Information Administrator
Linda Flockhart	Senior Administrator

### BOARD OF DIRECTORS 2008 - 2009

Colin Newman	Chairperson (deceased 15 April 09)
Mike Stone	Vice Chairperson
Dr Deirdre Sprunt	Treasurer
Tom Murray	Company Secretary
Terry Barlow	Acting Chair (from 1 <sup>st</sup> June 2009)
Cathy Traynor	
Rev Brian Webster	
John Clow	

### 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.

### 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.

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