



Amber Valley CVS Exists to Develop and be Part of a Vibrant Voluntary Sector

Report from the Chair



It has been my pleasure as Chair, to see the Chief Executive Officer and staff of Amber Valley CVS build on their previous work to ensure success in the organisation and within the voluntary and community sector.

It is clear from the reports we receive at board meetings and from feedback of external surveys, that groups and organisations in Amber Valley receive regular support from staff and the senior management team, which enables them to develop.

An analysis of information we hold about groups shows that in the last 5 years the sector has grown by 20%. Membership of Amber Valley CVS is increasing and the level that groups develop to has changed, with increasing numbers who are well structured and organised.

Amber Valley CVS has helped to build the success of the sector by continuing to provide the support required by groups to seek funding, access training and continue to expand on volunteer numbers. We have had feedback on this from a county wide survey carried out by 3D Consortium.

The senior management team have given intensive support to a small number of groups. This has included supporting policy developments, developing capacity to employ staff, forming a partnership for delivery of a new service, beginning a social enterprise. This has built success in the sector.

As an organisation we also commit time to direct support to our communities. This is evident, for example, from the expanded Help at Home customer base. The staff we recruit for this service show real commitment to their clients and this with the ongoing dedication of the team leader and co-ordinators has built the success of the service over 5 years to be able to survive without grant funding. The input of the Older Persons project gives additional support to groups supporting the elderly to ensure they are active and independent using input from the voluntary sector.

We have seen many changes in the SoS team but this signposting and support service for families continues to reduce the need for statutory interventions to families in crisis. Building on the success of the Childrens Funded projects in Amber Valley and Erewash, it is our intention to form a partnership to deliver SoS support in a cohesive manner across Derbyshire.

I am pleased that the input and reputation of all staff continues to build our identity in the county for strategic representation of needs in Amber Valley. This has been particularly evident in our work with statutory partners to review the funding process and protocols for the sector and to encourage the adoption of volunteering policies by partner organisations

We committed last year to look at the quality of our services. This has led to Amber Valley CVS achieving 3 quality standards this year and successfully completing a self assessment against PQASSO.

And finally, once again we have received from our auditors confirmation that our finances are well organised, accurate and providing a surplus to ensure we can continue our core work as a CVS and volunteer centre.



John Hett Chair Person Amber Valley CVS

Report from the Chief Executive



It is a privilege to work in an organisation where everyone gives their own very unique input and to find that it all builds so dramatically bringing marvellous successes.

This year we achieved investing in Volunteers which is a very new accreditation standard. One of the unexpected outcomes from this work was hearing from the volunteers themselves how much they valued their time in

our organisation and be able as a result of their feedback to make changes to the way that we work.

As always within the organisation we have gained and lost staff throughout the year. Each of these changes allows us time to reflect with those leaving the successes their own work brought to the organisation and the changes we need to make to build on that success.

I would like to thank the current staff for their commitment and enthusiasm in all that we do.... This includes project targets, organisation plans, chipping in when we decide to change the furniture around, organising events like Domestic Violence Conferences, Christmas Meal & Gift Appeals or using a Saturday morning to clear out cupboards!

In the last year the senior management team have worked intensively on new partnerships and activity which used our knowledge and skills. This has included work with the Derbyshire Learning Partnership, short term work on behalf of Derbyshire Infrastructure Consortium (3D) and the completion of a 2 year service level agreement with Alfreton Shopmobility to support the development of their project and management committee. All of this builds success within the sector, which is key to the decision about what support we give and to whom.

The work that we do to update databases, circulate information, produce eye catching literature, provide CRB disclosures, offer small groups access to accounts support, guide on best practice for volunteer recruitment is still at the heart of all that we do. The quality that we continue to offer in all those is testament to the administration team and development workers.

Our Board Members continue to play an active part in monitoring our organisation plans. The variety of skills that they bring, from their work in the sector or from their professional background adds to our abilities.

It is always the most unexpected outcomes that please us most, for me this year it was watching the fashion parade at the end of the "Dress to Impress" course, organised for our Special Parents group.

The question "what is next" is always important for us to consider, with our board, funders, members and in recognising where we can deliver with other partners. Thank you for the input that each of you has given during the year.

Lynn Allison Chief Executive Officer

Staff Leavers

During 2007 - 2008 we said goodbye to the following staff, who have all made valuable contributions to the organisation and we wish them every success in the Future: Kate Allen, Helen Braithwaite, Louise Forster, Shirley Nicholson, Kathryn Rowe, Kerry Walker and James Winson.



Trustees Financial Report

While total income to Amber Valley CVS this financial year of £742,078 is less than in 06-07 it is in line with previous years.

The proportion of income from grants and other service level agreements in comparison with Help at Home income and other activities remains the same as last year.

The decrease in overall income of £17,000 is generally a result of there being fewer projects operating within the organisation that attract additional funding for the work we see as core activities. This in itself shows that the board were right to steer the organisation towards direct support, offering both families and older people in need access to support from our organisation. We have through the year been conscious of a need to balance income with expenditure. With expenditure of £648,114 this has been achieved, mainly as a result of decreasing the senior staff team by one post and from a decrease in the salary costs of the administration function during the year, as a result of recruitment delays.

The surplus for the year of £93,964 is a welcome achievement following a predicted budget deficit of £19,293 for grant based activity.

While our net assets of £357,741 would seem to be substantial, over £105, 000 is restricted funds. In line with our reserves policy, we hold as an organisation at least 4 months operating costs and sufficient reserves as a contingency. We are also now able to identify a sum of £50,000 as a contingency for building developments, which we will explore through this next year.

Future Plans

We are mindful that the elderly population is still increasing and needs continued support. We aim to provide this through Help at Home and by continue to build capacity of groups supporting the elderly by extending the post of Older Persons development worker.

We will remain active as a member of the Derbyshire Volunteer Centres network, offering groups and volunteers access to a high quality service for marketing, brokerage, support and training for volunteering. While we have had limited success increasing the number of volunteers in Heanor, we will continue in the next financial year to work towards that aim.

Our links with statutory organisations and partnerships that can support the voluntary sector are good and we will maintain these, strengthening communication links to ensure Amber Valley groups have a good visibility to funders.

We will ensure that our staff are adequately trained, with good professional standards to enable us to deliver training and operate in health and social care environments



Trustees Statement on Financial Information

The financial information on pages 6 and 7 has been extracted from Amber Valley CVS annual accounts as Audited by Parkinson and Matthews LLP Chartered Accountants.

The accounts were approved by the board of Trustees on 24th September 2008. Copies of the Annual Report and accounts have been filed with the Registrar of Companies and the Charity Commission.

The financial information on pages 6 and 7 may not contain sufficient information to allow for a full understanding of the financial affairs of Amber Valley CVS. For further information the full accounts and annual report can be obtained from the offices of Amber Valley CVS, Market Place, Ripley, Derbyshire.

On behalf of the Trustees,

Mr John Hett-Chair.

Independent Auditors statement to the Trustees

We have examined the summarised statements set out on pages 6 and 7.

Responsibilities of Trustees and Auditors

The trustees are responsible for preparing the summarised financial statements in accordance with the recommendations of the charities SORP 2005.

Our responsibility is to report to you our opinion on the consistency of the summarised financial statements with the full financial statements, on which we reported to you on 24th September 2008 and annual report. We also read the other information contained in the summarised Annual Report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summarised financial statements.

Basis of Opinion

We conducted our work in accordance with Bulletin 1999/6 "The auditor's statement on the summary financial statement" issued by the Auditing Practices Board for use in the United Kingdom.

Opinion

In our opinion the summarised financial statements are consistent with the full financial statements and the Annual Report of Amber Valley Council for Voluntary Services for the year ended 31 March 2008.

Parkinson & Matthews LLP

Luxon Hallone

Registered Auditor

Chartered Accountants, Cedar House, 35 Ashbourne Road, Derby, DE22 3FS



Statement of Financial Accounts

AMBER VALLEY COUNCIL FOR VOLUNTARY SERVICE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES

31 MARCH 2008

Incoming Resources	Note	Unrestricted funds £	Restricted funds	Total funds 2008 £	Total funds 2007 £
meoning resources					
Incoming resources fr	om				
generated funds:					***
Activities for generating	· ·				
Membership, training	and	10.056		10.956	16 722
services Investment income	•	19,856		19,856	15,732
	2	8,668		8,668	5,862
Incoming resources fro charitable activities:	om				
Help at Home Income		256,241		256,241	251,218
Grants and contracts	3	34,401	405,417	439,818	446,376
Other income	4	17,495	405,417	17,495	40,013
Other income	•				40,013
Total incoming resour	ces	336,661	405,417	742,078	759,201
Resources expended					
Charitable activities	5	235,009	407,155	642,164	714,510
Governance costs	5	5,950	-	5,950	12,435
m					
Total resources	_	254255	202 750	640.114	724.045
expended	5	254,355	393,759	648,114	726,945
Net incoming/(outgoin	σ)				
resources for the year	5	82,306	11,658	93,964	32,256
Transfers between fund		-	-	-	-
Net movement in fund	s	82,306	11,658	93,964	32,256
Balances brought forwa		169,958	93,819	263,777	231,521
_					
Balances carried forwar	a	252,264	105,477	357,741	263,777

The charity has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the charity are classed as continuing.



Balance Sheet

AMBER VALLEY COUNCIL FOR VOLUNTARY SERVICE LIMITED

BALANCE SHEET

31 MARCH 2008

			2008		2007
	Note	£	£		£
Fixed assets					
Tangible assets	7		85,855		89,338
Current assets					
Debtors	8	29,555		57,191	
Cash at bank and in hand		276,442		153,990	
		305,997		211,181	
Creditors: amounts falling due					
within one year	9	(34,111)		(36,742)	
Net current assets			271,886		174,439
Total assets less current liabilities			357,741		263,777
Net assets			357,741		263,777
					-
Funds					
Restricted	11		105,477		93,819
Unrestricted funds:					
Designated funds	12	155,000		64,203	
General funds	12	97,264		105,755	
			252,264		169,958
TOTAL FUNDS	13		357,741		263,777

These financial statements have been prepared in accordance with the special provisions for small companies under Part VII of the Companies Act 1985.

These financial statements were approved by the members of the committee on the 2419108, and are signed on their behalf by:

J Hett

P Ashworth



Building on success

Amber Valley CVS sets itself challenging targets through its strategic and annual plan which are monitored on a monthly basis by senior management team members and reported regularly at board meetings.

We have increased the number of groups who are members of Amber Valley CVS and met our targets to contact and visit our members to complete development health checks, training needs and to offer support with policy development.

We continue to collate information about groups who are not members and to reach out to those who are in deprived communities. We undertook a project to check our policies and practices which reward and encourage us to include ethnic communities to use us.

Last year we committed to looking at quality standards and we achieved Volunteer Centre Accreditation, Investing in Volunteers and RARPA (recognising and rewarding learners achievements) as well as continually reviewing our organisation policies. In the liV summary, assessors gave praise for "taking a person centred approach to volunteers, "recognising the contribution made by volunteers" and providing "a high level of support for volunteers"





This year we focused on increasing volunteers in Heanor, with limited success. We will continue our volunteering campaigns in Heanor and our support to Heanor Me & U steering group.

Alfreton Shopmobility

Through a service level agreement which commenced in 2006, Amber Valley CVS provided support to Alfreton Shopmobilty to achieve the following outcomes:

- Employment of a Shopmobility Co-ordinator
- Progress of the business plan for Alfreton Shopmobility
- Marketing and recruiting volunteers
- Marketing Alfreton Shopmobility.



Following initial support to recruit and line manage a co-ordinator, recruit volunteers, establish clear policies and procedures Alfreton Shopmobility are now becoming independent of Amber Valley CVS and have established a strong, successful and professional voluntary sector service.





Building on success

Safeguarding training

As part of our commitment to partnership work and building on the skills and quality of voluntary sector provision, our Deputy Director trained to become an accredited member of the Safeguarding Training Team.

During 2007 we supported the delivery of **8 safeguarding courses**, which reached over **150** participants.

Following requests from a membership group of parents with Learning Disabilities we also undertook to revise the basic safeguarding course so that it was more accessible and initiated discussion with the Derbyshire Safeguarding Children's Board (DSCB) Training Team for us to carry out this work.

We recently completed the revision of this course, which has now been approved as a certificated DSCB safeguarding course and will be piloting it with the group in the near future.

Derbyshire Practice Learning Partnership (DPLP)

The DPLP was developed in 2007 in partnership with colleagues from heath, social care and the voluntary sector.

As a provider of social work placements for over two years, Amber Valley CVS support the DPLP with the aim of increasing the number of voluntary sector placements available and supporting those who offer practice learning opportunities.

In February 2008 we extended our commitment to supporting student placements by hosting a Youth and Community Student.

The placement which lasted 13 weeks focussed on identifying and remove

The placement which lasted 13 weeks focussed on identifying and removing barriers for young people to volunteer and was completed in June 2008 again building on an already vibrant voluntary sector.



SoS (signposting or support)

During the last 3 years of delivering direct support and signposting for families through our SoS team, we have been involved in county wide discussion forums about the similarities and differences between our service and other family support projects. The Childrens Trust will be re commissioning this work for 2008-09. Building on the success of our work and the links we have made in the county we will be supporting the continuing delivery of SoS through a partnership bid led by Derbyshire Dales.

AVEDASS (Amber Valley & Erewash Domestic Abuse Support Service)

We have also worked through the year to develop the AVEDASS, domestic abuse support service, forming a new partnership with Victim Support and NCH to identify a central base for the service for Amber Valley and Erewash and to develop a cohesive service and team with good governance and good work practices. We hope in 08-09 to continue to build on this partnership and its collaborative working by successfully seeking continued funding for preventative services work.





VTD Team (Volunteering, Training & Development Team)

Volunteer Training & Development team members provide support to voluntary and community groups in Amber Valley, to increase their funding and capacity, to increase the number of volunteers working in the sector and to ensure training and support is available for staff and volunteers within our sector.

Funding

Building on the success of previous joint work with Derbyshire Community Foundation and Amber Valley Borough Council, funding surgeries were held throughout the year, including evenings, and have proved to be a great success. At these funding surgeries the team were able to direct groups to appropriate funding, governance, training and other resources Amber Valley CVS can offer. Between April 2007 and March 2008 £192,045.79 of funding was accessed by groups in Amber Valley. Support and advice was given to over 60 voluntary and statutory groups.



Bears Breastfeeding receiving Cheque

Volunteering

In 2007/2008 over **390** volunteer enquiries, were dealt with from which we matched over **250** volunteers in Amber Valley. Amber Valley CVS's Christmas meals campaign received **174** referrals for meals for elderly or isolated people, once again volunteers who wanted to share goodwill over the festive period made this possible. A profile of Voluntary sector economic value and LAA blocks was also carried out in the course of the year; this data is invaluable to the VTD team to carry out the development of groups and activities.

To recognise the contribution of all our volunteers, during the 2007 volunteers week a celebration was held at Midland Railway.





"Compliments for the Butterley Volunteering Celebration. It was very much appreciated and really enjoyed it and met a new Befriender", Helen Rose

Midland Railway Volunteer Celebration



VTD Team (Volunteering, Training & Development Team)

We also supported groups with advice on writing constitutions, policies and running their AGM

Supporting volunteers with learning difficulties course:
'I found it informative and enjoyed the opportunity to network'

June Upton

Training

In 2007, we achieved the RARPA standard (Recognising and Recording Progress and Achievement in non accredited learning) which reflects the standards in place within our training courses.

Throughout the year, we worked in partnership with South East Derbyshire College to identify and enable learners from the voluntary sector to access free accredited or non accredited training. During the year a total of **60** courses were planned and delivered which reached over **350** beneficiaries.

These courses included: Confidence Building, First Aid, Food Hygiene and The Community Certificate in Volunteering.

The training team also coordinated courses relating to raising awareness about Domestic Abuse, Visual Impairment, Understanding CRB's. We also provided up to date good practice information about Supporting volunteers with learning disabilities, Volunteers and the Law, Risk assessment, Youth Volunteering, Managing Difficult Volunteers, Support & Supervision and arranged two conferences focusing on the Children's Workforce and Development Councils induction standards. We have given intensive support to local management committees to ensure they understand their responsibilities for staff employment and finance. This included the use of qualified HR practitioners and experienced accountancy professionals.







Befriending Course.

Older Person's Development Worker

The aim of the Older Person's Development Worker at Amber Valley CVS is to increase the capacity and information given to Older Persons groups. We signposted over **165** older people to different agencies.

We also supported older adult's to access group activities which included Alzheimer Café, gentle chair exercise sessions. Information was regularly distributed to over **550** individual older people and a further **500** through the 50 + forums in Amber Valley.

'Compliments and flowers for all help given in AGM and liaising with AVH Ltd' Peveril Court Residents & Friends



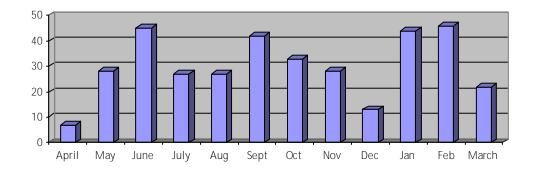
SoS Team (Signposting Or Support for families)

'My daughter will be able to have more freedom and enjoy her childhood'

'I needed the service for the welfare of my children who lost their mother a year ago; my children will not be ashamed of how they live now' The overarching objective of the SoS team continues to be the provision of a preventative service that offers support for families in Amber Valley and Erewash, whose needs may be complex but are not so severe that statutory or specialist services referral criteria are met.

During 2007 we built on the success of the SoS team, widening its remit to provide specific support to Young Looked After People, and children who have experienced Domestic Abuse, with funding from the Big Lottery Fund and the Children's Fund respectively. In keeping with our role in developing new volunteering opportunities, we recruit volunteer mentors or befrienders to provide support to families or children.

Through holding signposting surgeries and responding to requests for information from other professionals and families, between April 2007 and March 2008 the SoS team provided signposts to over 350 services. This level of accurate signposting was an increase of over 10% based on the previous year and was maintained using the Amber Valley and Erewash service directories, which were updated regularly by the team with the support of a dedicated volunteer.



■ Signposts







SoS Team (Signposting Or Support for families)

Members of the SoS team continue to spend time each week based in the offices of Amber Valley and Erewash social services. Such multi agency work continues to build on the success of established partnerships, enhancing service provision and improving outcomes for families.

The SoS team continue to work closely with a range of voluntary sector service providers to ensure families receive comprehensive services to meet their needs. However, 2007 built on the success of such partnership work through the development of the Amber Valley and Erewash Domestic Abuse support service (AVEDASS), which provides specific voluntary sector support to those experiencing domestic abuse. In this partnership we work with Victim Support and NCHA.

Although the AVEDASS team was only established in 2007, throughout the year they have built up strong networks to ensure that information on Domestic Violence is more accessible through drop ins and information sessions in schools and community venues.

In 2007, the AVEDASS development workers made contact with all secondary schools in Amber Valley and Erewash. They have built on such initial contacts with an agreement to deliver presentations in three schools, leading to an increased awareness in young people about what domestic abuse is and of the services which support those affected.

The AVEDASS development workers provided direct support to 48 young people who have witnessed domestic abuse over the year.

Like the AVEDASS team, the Moving Forward post was only established in 2007, supporting Looked After Young People. However, in the first year, seven Looked After Young People received direct support which enabled them to build on their skills and confidence to move towards independence and access community or voluntary organisations.

'Your service got the ball rolling to achieve my aims'

'We have now got all of our income and can afford to give our child the things he needs'

'Just knowing someone is out there to help me for the right reasons, I am going to sadly miss the CVS being involved in my life'





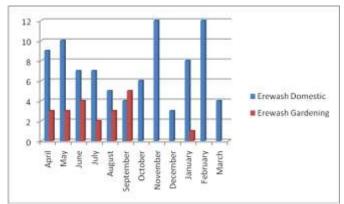


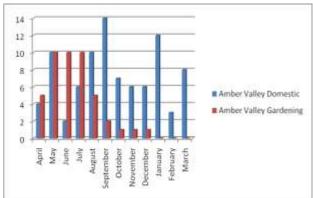
Help at Home

Help at Home continues to support the elderly and those with mobility or health problems, thus maintaining their independence within their own home. The support offered is cleaning, shopping either accompanying our client or completed for them and essential garden maintenance so they can continue to enjoy their outdoor space safely.

The start of 2007 saw an end to grant funding. It was a challenge for us to set work activity and budgets to ensure the service was financially stable.

Each help at Home client receives an assessment of their needs and health or mobility issues when we commence the service to them. The following graphs highlight the amount of assessments that were carried out last year.





To provide Help at Home support we need a balance of the right amount of workers in each area carrying out the hours that they wish to work. We also match clients and customers for the shortest possible travel journeys.

We successfully recruited 10 domestic workers and 2 gardeners in 2007-2008, and plan to take on more staff to ensure that all new and existing clients receive the service that they require.

Delivering the Help at Home service means that Amber Valley CVS staff make links with strategic partner agencies including doctors' surgeries, dentists and Social Care raising the profile of the needs of the elderly as well as offering Help at Home services as a means of support.

Help at Home co-ordinators also attended 50+ forums across Amber Valley and "Slipper Exchanges" in Erewash to raise our profile and promote the service with our voluntary sector contacts.

2008-2009 will see us carrying out client surveys to ensure that we are offering the highest standard of work. We also wish to hear "making a difference" stories from our clients that are important to us in delivering this support.

We aim to maintain the service to meet the needs of the elderly and infirm population we serve. The increase in costs for 2008-2009 has been determined and I can say that this has been the lowest increment since the service began.



Administration Team

The team's aim is to provide an accessible Administration support to the staff of Amber Valley CVS. To expand on our service we also offer a cost effective, user friendly and efficient administration support to our member groups and other voluntary sector organisations. This now includes:

- Effective marketing with window displays, guidance with graphic design, newsletter articles.
- CRB service we are an umbrella body and are able to obtain CRB checks for other organisations.
- Stationary access to small amounts of stationary.
- Photocopies High quality, high speed A4 & A3 double sided colour and mono copies
- Meeting room space Centrally located, with disabled access.
- Equipment availability General office equipment such as flipchart stands, laptop projector and digital camera to use both in our meeting room and at external venues.

Emma who is the main point of contact for our CRB service has supported 61 organisations to complete CRB's. The groups are given information and advice to be able to complete forms and authorise identification at their own premises. We have also kept organisation up to date with proposed changes to CRB disclosures and with information about when disclosures are required

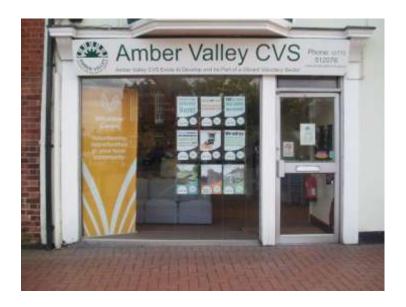
Nathan has completed personal development targets and is now our internal point of contact for IT issues. Amber Valley CVS purchased a new server this financial year to take into account our growth in IT requirements. Nathan worked very hard alongside our IT contractors to ensure that was carried out with the least amount of disruption as possible.

We enable Citizens Advice Bureau to provide an outreach service from our meeting room every Thursday & Friday morning. Appointments are booked through our reception staff and the CAB have received a tremendous response. The clients have met with the advisors to discuss personal issues relating to debt, housing and benefit advice

11 different groups used our window display to promote their organisation or specific events being held.

In 2008-2009 we will need to be prepared for the new ISA legislation due to our current CRB umbrella status, we aim to produce fact sheets and guidance to enable all groups to access the new service from October 2009.

We aim to provide a one stop shop for all of our members with stationary, venue and equipment availability, leaflet design and marketing guidance.







Amber Valley CVS - Staff List

Lynn Allison Chief Executive

Adele Atkinson Administration / Help @ Home Team Leader

Helen Braithwaite SOS Team Leader

Elaine Broadhurst Assistant Development Worker (Volunteering)

Graham Corbett Help @ Home Co-ordinator (Amber Valley)

Carolyn Ellis Information Officer / Development Worker (Training)

Louise Forster Development Worker (SOS)

Janine Higgins Development Worker (SOS)

Nathan Hutchinson Receptionist & Administration Support

Ann Kerry Office Cleaner

Jane Massey Help @ Home Co-ordinator (Erewash)

Angela Quinn Volunteering, Training & Funding Team Leader

Emma Rodgers Administration Support

Carol Sayers Older Person's Development Worker

Tracey Sims Deputy Director

Jenny Smith Development Worker (AVEDASS)

Kerry Walker Directorate Administration Support

We also now have 44 Help at Home staff working in Amber Valley and Erewash.

We would like to thank the many volunteers who have helped voluntary and community organisations in Amber Valley. Without your time and support many of these organisations would not exist.

Current Trustees

<u>Trustees</u> <u>Auditors</u>

J Hett (Chair) Parkinson & Matthews LLP Accountants

P Ashworth (Vice Chair) Cllr Allen King J.P

D Lane Bankers

D Whitaker
L Millington
Co-operative Bank

S Hall

N Wilkinson Malcolm Gee

Our Major Funders are: Derbyshire County PCT, Amber Valley Borough Council,
Derbyshire County Council with additional support from a wide range of other
organisations. Amber Valley CVS is a registered charity (1102412) and Company Limited by
Guarantee (4763194) registered in England (Registered office as above)

