

Our Work 2014-2015

Supporting voluntary and
community action in Newcastle

Newcastle Council
& Voluntary Service



Retiring Chair's Report

This has been the first full year for our new group structure. The development shown by all the service areas, has strengthened the organisation and reinforced its ability to speak both to and for the voluntary and community sector in Newcastle.

This year saw the sad death of Carole Howells, our Director for 22 years. I was the Chair when Carole retired and saw the way she sought to maximise the working of both the voluntary and statutory sectors for the common good.

This joint working, collaboration and open communication between the sectors has never been more needed, as we continue to struggle with the impact of the financial crisis of 2008 and the political response of austerity.

The goal of Newcastle CVS is to work for the citizens of Newcastle, by supporting and developing the voluntary and community sector. That requires the kind of honest and open dialogue which our founders championed in 1929, Carole Howells maintained for 22 years, and remains the hallmark of our work today.

I have been privileged to be the Chair of Newcastle CVS since 2008. It has not been easy times but that has made our achievements all the more considerable. I would like to thank the staff for their passion, skill and sheer hard work; without them we are nothing. My fellow Trustees have shown great commitment to the organisation and have been a source of strength both to Newcastle CVS and to me. My best wishes to Simon Elliott as the incoming Chair; with him and the board of Trustees and with Sally Young as our Chief Executive, I know Newcastle CVS is in good hands.



Ralph Firth
Chair

OUR INCOMING CHAIR



I am honoured to take over as Chair of Trustees from Ralph Firth and to work with Sally Young and her team.

Newcastle CVS has built a reputation over time for its integrity as a leading voice for the charitable sector in Newcastle. Working with others has built significant expertise that has made a difference to the lives of individuals and communities.

The next five years will likely see much greater demands for the services of the charitable sector, at the same time as a much more challenging environment for funding. I know that the road ahead of us will be difficult; therefore, my focus with my fellow Trustees will be to ensure that Newcastle CVS is in service of those in most need – those who are excluded and those who are most vulnerable.

Knowing we cannot do everything; Newcastle CVS will continue to assess where it can make the most difference and which partnerships can be the most effective to do the best for the people who need us most.

Simon Elliott

Our Year in Numbers

Supporting and developing voluntary activity



Helped local organisations raise over **£2 million**



Running an asset transfer package (Open Doors) with **4 partners**



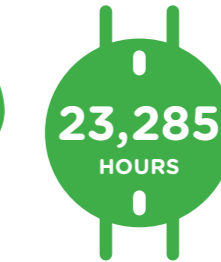
1,567 followers on twitter



- **428 young people** have spoken to us about health services
- **61 volunteers** involved in supporting Healthwatch Newcastle work
- Over **90 delegates** at our first Healthwatch Newcastle conference
- Almost **80% of comments** received are about health services



- Advocacy support to **1,101 people**
- **23,285 hours** of direct advocacy support
- Supported and **mentored 44 volunteer Advocates**
- Worked with people from **31 BME communities**



- Supported **421** organisations through **658** individual contacts
- Provided **24** training courses, workshops and sessions to **227** people from **152** organisations
- Increased our membership from **597** to **624** members

Policy and Development

Policy and Development offers a range of services that enable voluntary organisations to be set up; to be run efficiently and safely and to find the funding and resources needed to meet their objectives. We also provide platforms for information, engagement and influence.

Engaging the voluntary sector and strategic partners

Newcastle CVS ensures voluntary and community groups can engage and influence local partners and are able to respond to the changing policy and operational environment by:

- Supporting voluntary sector representation on multi-sector partnerships, including the Wellbeing for Life Board; Children's Trust Board and Safe Newcastle; Newcastle's Safeguarding Adults Board and Safeguarding Children's Board; Voluntary Sector Liaison Group and other partnership groups active in Newcastle and in the region. In total 43 places were filled by active voluntary sector representatives.
- Running the Wellbeing and Health Open Forum which focuses on adult health and social care issues. Topics covered included changes to adult mental health services, supporting people through welfare reforms and what the Care Act 2014 means for voluntary organisations and the communities they work with.

- Running the CHYP IN Network which focuses on children and young people's issues. Topics covered included safeguarding and child sexual exploitation; changes to Sure Start and early years provision and the impact of new Anti-Social Behaviour Order legislation on young people.
- Providing CHYP IN workshops on subjects including Food Safety training; Paediatric First Aid and what young people can do to avoid benefit sanctions. Workshop places for grassroots groups were subsidised with Children's Workforce Development funds; however, this funding ended during the year.
- Organising 'Working Together in Newcastle' and bringing together 57 voluntary sector managers and CEOs with leaders from Newcastle's Clinical Commissioning Groups. Issues identified included need for more effective responses to increasingly complex health needs and investing more in voluntary sector provision.
- Hosting the Newcastle Network, providing an opportunity for dialogue between chief officers within the voluntary and public sector. Network events included Newcastle City Council Chief Executive Pat Ritchie on the Council's plans and priorities and early briefing sessions on the city council's budget proposals.

News and information

We continue to produce regular newsletters and bulletins that keep Newcastle CVS members and our strategic partners informed about the things that matter to the voluntary sector.

Inform, our quarterly magazine, covered topics like the independence of the voluntary sector; the impact on the sector of austerity and budget cuts and advocacy for LGBT older people. Inform has also provided a regular Spotlight on the important work Newcastle CVS members do. NCVS e-inform, our fortnightly e-bulletin reached 1,800 mailboxes offering regular news about events, training, consultations, useful resources and the latest funding opportunities.

On the Hoof and CHYP IN, our specialist bulletins on adult health and social care and children and young people, carried news and information about opportunities for the voluntary sector; safeguarding and training updates and changes to services and policy. Sadly, due to loss of funding, this year saw the last issue of CHYP IN Newsletter.

We have produced and updated information sheets such as Key Facts about the Voluntary Sector and Food Banks in Newcastle along with reports on the voluntary sector's work with young children and families, communities in Walker and neighbourhood based voluntary organisations.

Voice and influence

Maintaining the voluntary sector's voice and influence in the city is an important part of the role of the Policy and Development team; however, Newcastle CVS also directly represents and acts on behalf of the sector.

Sally Young, Newcastle CVS Chief Executive sits on the Newcastle Wellbeing for Life Board. Sally also attends the Newcastle Future Needs Assessment Project Board and the Welfare Reform Board. She met regularly with Directors and officers in the City Council and from both Newcastle Clinical Commissioning Groups. These meetings provide the opportunity to raise key issues on behalf the sector.

The City Council and Clinical Commissioning Groups worked with Newcastle CVS to revise and renew the Newcastle Compact, which was endorsed by Wellbeing for Life Board partners. The New Newcastle Compact won the national Compact Voice Local Compact Partnership Award.

We directly engaged in and responded to a number of local and national consultations. These included the Council's Family Services Review; the Care Act 2014, setting the 2020 Persistent Child Poverty target; the Charity Commission Annual Return; the Local Sustainability Fund and the Child Poverty Strategy.

Poverty and inequality continue to be a major focus of our work. With funding provided by Millfield House Foundation we developed Poverty Proofing the Voluntary Sector (PPVS). Building upon work by Children North East and borrowing from Self Organised Learning Environment theory, PPVS is a free resource that enables examination and change to the way voluntary organisations provide services to people on the lowest incomes.

Sally Young
Chief Executive



Advocacy Centre North

Advocacy Centre North provides free, independent, quality advocacy which helps people say what they want; secures their rights; represents their interests and obtains services they need. Advocates work in partnership with the people they support and take their side. Advocacy promotes social inclusion, equality and social justice.

Services we provided in 2014-15

BME Advocacy: supported people from BME communities around health and social care issues, often using bilingual advocates and interpreters. The work is challenging and complex, particularly working with refugees with mental health needs.

Community Advocacy: supported people with disabilities, long-term conditions and older people to advocate for themselves and provided short-term advocacy interventions and longer-term advocacy provided mainly by volunteers.

Mental Health Advocacy: supported people with mental health needs around issues including access to services and information, support for meetings, finance, benefits, housing, care planning, care proceedings, safeguarding and criminal justice procedures.

Independent Mental Health Advocacy: worked with Newcastle, Gateshead and Northumberland residents detained under the Mental Health Act around their care and treatment and ensuring their rights were being upheld.

Independent Mental Capacity Advocacy: supported people in Northumberland who lack capacity in relation to important decisions about their care.

Relevant Person's Representatives: ensured the rights of people in Newcastle deprived of their liberty under the Mental Capacity Act Deprivation of Liberty Safeguards were protected.

Fulfilling Lives: worked closely with people with complex and multiple needs and chaotic lives, to help them find their way through the health, social care and criminal justice systems in Newcastle and Gateshead.

New areas of work in 2015-16

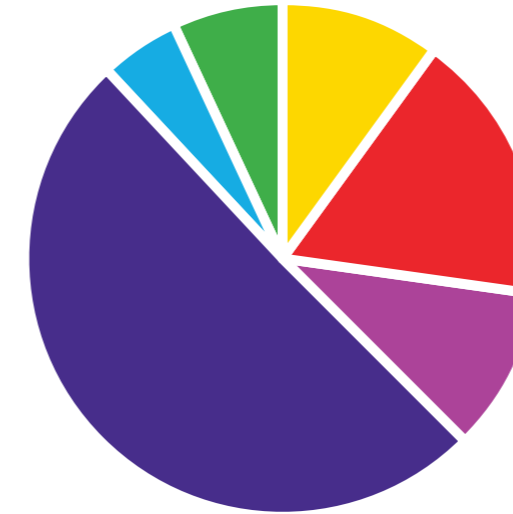
Neurological Advocacy will provide a new specialist service in Newcastle and Gateshead, funded by the National Lottery through the Big Lottery Fund, to people with long-term neurological conditions such as Parkinson's, stroke, multiple sclerosis, motor neurone disease and autism.

Partners in Health Advocacy will provide support for people around appointments in GP surgeries and Partners for Justice Advocacy will support vulnerable people who have contact with the police and criminal justice system.

Advocacy: It's a WinWin and *Voices of Advocacy* are our new films about advocacy. To see them go to: www.cvsnewcastle.org.uk/advocacy-centre-north

To see the detailed Advocacy Centre North Annual Review go to: www.cvsnewcastle.org.uk/advocacy-centre-north/our-impact

CLIENTS FOR EACH ADVOCACY SERVICE 2014-15



BME	113
Community	187
Mental Health	115
IMHA Newcastle, Gateshead, Northumberland	557
IMCA Northumberland	54
DOLS RPR	75

SNAPSHOT

- Advocacy support to **1,101 people**
- **23,285 hours** of direct advocacy support
- Worked on **1,431 issues** with our service users
- Supported and **mentored 44 volunteer Advocates**
- Recruited and **trained 8 new volunteers**
- Volunteer Advocates provided **3,775 direct advocacy hours**
- Worked with people from **31 BME communities**
- Employed **5 bilingual Advocates**

Feedback

You were such a great support to me at a difficult time. I don't think I would have got back to work without your help.

My advocate has made a massive difference. He never lets me down.

I would recommend your services to anyone who needed support, and also encourage any funder to support this organisation. For us they have literally been a lifesaver.

It would be devastating not to have the advocate service available. It is an invaluable service I would have been overwhelmed without this assistance.



Healthwatch Newcastle

Healthwatch Newcastle is the independent champion for members of the public and users of social care and health services. It is delivered in partnership by Newcastle Council for Voluntary Service and Involve North East.

2014-15 was a year of change for Healthwatch Newcastle. Two Board members, Di Barnes and Vice Chair Jill Remnant, left and Programme Manager Craig Duerden also moved on in summer 2014. A new Chief Executive was appointed, Steph Edusei, who is focused on developing the organisation's strategic direction and influence across social care and health providers and commissioners, and an apprentice administrator, Beth Nichol.

The volunteer base continues to be strong and has been complemented by a team of young people (under 25s) that develop their own work plan. Young people's Healthwatch has completed research on young people's views on dental services in Newcastle.



A lot of effort is put into ensuring that Healthwatch Newcastle is present in the community and the outreach programme has matured over the last year to maximise the amount of high quality information gained. Healthwatch Newcastle has again produced a separate annual report (in line with national guidance).

Continuing to build strong and constructive relationships, the Healthwatch Newcastle Chief Executive meets regularly with key individuals within social care and health service commissioning and in provider organisations. The input of the Chair and Chief Executive to the Wellbeing for Life Board meetings has also proved productive.

A mystery shopping review has been published of the information that GP practices display about how to make complaints, comments or to compliment the service. There has also been significant work undertaken to review the information on NHS Choices about GP practices in Newcastle.

Towards the end of 2014-15, Healthwatch Newcastle held its first annual conference – 'There's more to Healthwatch than Health'. This highlighted the organisation's interest in social care issues and gave delegates the opportunity to consider social care from a carer's perspective; disabled young people in social care; implications of the Care Act 2014 and service user involvement in social care.

Delegates were also invited to help prioritise work for the coming year, with the emphasis on: dementia and older people's care; home care; care for people with learning disabilities.



Consortium, South Jesmond Project, Byker Community Trust Project, Open Doors

Newcastle Voluntary Sector Consortium

The Newcastle Voluntary Sector Consortium won its first contract to recruit and manage six organisations as part of the Big Lottery Fulfilling Lives programme. The Consortium appointed a Business Development Manager, Neil Shashoua who has worked closely with the 37 full and associate Consortium members to identify contract opportunities. In April 2015 the Consortium became a charity.



the newcastle voluntary sector consortium

South Jesmond Project

A joint initiative with Newcastle Cricket Club, Jesmond Community Forum and Newcastle CVS, the South Jesmond Community Development Project ended in October 2014.

The project supported local community activities, providing workshops and advice on volunteering, governance and future planning. The community development worker helped forge improved links between the community and local public and private sector agencies.

Byker Community Trust Project

Newcastle CVS was commissioned by Byker Community Trust to provide bespoke funding advice and capacity building support for community organisations working in and around the Byker Wall area. Work began in December 2014 with a series of workshops and organisational health checks for local groups designed to strengthen their capacity to achieve their aims.



Open Doors

Newcastle CVS is part of the Open Doors Consortium that continued to deliver a structured programme of specialist advice for community building management committees considering asset transfer. Newcastle CVS Policy and Development provided governance training for committee members.



For further information on the Consortium and for a copy of its annual review, please contact the Consortium's Business Development Manager, Neil Shashoua, at Neil.Shashoua@cvsnewcastle.org.uk

Our Thanks

During the year a number of people and organisations have helped Newcastle CVS deliver its work. We are very grateful to our funders; many others have helped us including our trustees, volunteers and staff. We have also received free support from a number of others.

Grant and Contracts

- Newcastle City Council
- Newcastle City Council – Healthwatch Newcastle
- Community Foundation serving Tyne & Wear and Northumberland
- Newcastle University
- NHS Newcastle North and East CCG
- Gateshead MBC
- NHS Newcastle West CCG
- Northumberland County Council
- Newcastle Voluntary Sector Consortium
- Millfield House Foundation
- Housing the Homeless

We have received donations from:

- RW Mann Trust
- The Joicey Trust
- The Hadrian Trust
- Carr-Ellison Charitable Trust Fund
- Sir James Knott Trust

We have also received support from:

- SkillsBridge
- Over 70 volunteers

If you would like to see the full staff list and details of trustees please go to our website.

Income and Expenditure

For the year ended 31 March 2015

	Unrestricted Funds (£)	Restricted Funds (£)	Total (£)
Incoming Resources			
Generated Funds	169,489	21	169,510
Charitable Activities	222,692	1,056,576	1,279,268
Total Incoming Resources	392,181	1,056,597	1,448,778
Resources Expended			
Cost of Generating Funds	119,015	2,251	121,266
Charitable Activities	245,100	850,389	1,095,489
Governance Costs	2,784	4,952	7,736
Total Resources Expended	366,899	857,592	1,224,491
Net Incoming /Outgoing Resources	25,282	199,005	224,287
Transfers			
Transfers	167,744	-167,744	0
Investment Gains	20,222	0	20,222
Net Movement in Funds	213,248	31,261	244,509

Our Research and Publications

Stitch in Time: Conversations with eight voluntary organisations working with young children and families in Newcastle's disadvantaged communities

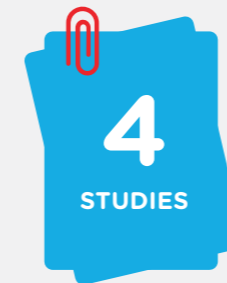
- A third of Newcastle's children live in poverty and parents increasingly ask for practical support in contacting Government agencies that use expensive 0845 numbers.
- Voluntary sector provision is well used by BME families but there is a challenge encouraging East European families' to take up of early year services.
- Childcare remains a concern, especially for parents on zero hours contracts where hours vary week to week, or who need evening and weekend care.

Below the Waterline: Conversations with voluntary and community organisations in Walker

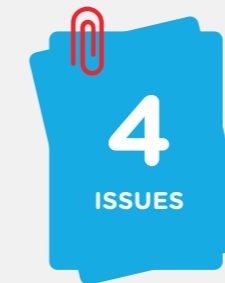
- Unemployment is high in Walker, many residents have poor health. Half of all children live in a low income household and optimism about future prospects is low.
- Social capital, reciprocity and resilience are high with strong community ties based on extended family connections and longevity in the area.
- Grant funding is becoming tighter and increasing use of contracts by public sector bodies means there is more reliance on volunteers to deliver local activities.

Good Intentions: a complexity-informed study of neighbourhood-based organisations in Newcastle

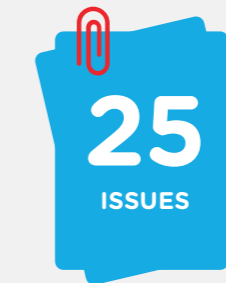
- Neighbourhood organisations are embedded in communities and offer local people an opportunity to use their local knowledge and experience.
- Neighbourhood organisations say they are grappling with an increased marketization of public services that does not fit easily with their values and actions.
- Grant aid is the preferred source of funding but there are pressures on funding core costs, participating in networks, forums and training.



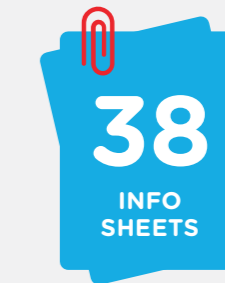
Published **4 studies** about the voluntary sector in Newcastle



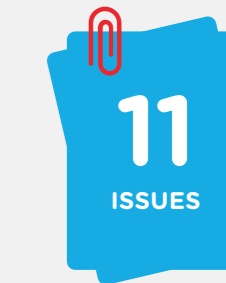
Published and disseminated **4 issues** of Inform magazine to **1,000 people**



25 issues of NCVS e-inform to over **1,800 people**



38 information sheets



4 issues of CHYP IN newsletter and **11 issues** of On the Hoof

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Please contact us if you would like the Annual Review in another format.

Newcastle Council for Voluntary Service is a registered charity (number 1125877) and company limited by guarantee (number 6681475) registered in England and Wales. Our registered office is as above.

Photography by Gavin Duthie and Julie Ballands

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REMEMBERING CAROLE



Carole Howells MBE sadly died in June 2015. Carole was the Director of Newcastle CVS for 22 years and was a fiercely passionate champion of the voluntary and community sector in Newcastle. Carole's vision and leadership was instrumental in setting up the Tyne & Wear and Northumberland Community Foundation. She was a founding trustee of VONNE and an active member of the Tyneside TEC Board;

a governor of Newcastle College, and a member of the North East Regional Committee for the National Lottery Charity Board.

Perhaps Carole's greatest legacy lies in the colleagues and staff whom she supported, encouraged and mentored over the years. Carole retired from Newcastle CVS in 2009 but continued to take an active part in the voluntary sector as a Trustee of the Derwent Initiative and a Trustee and Chair of Involve North East.

