

Index

| Section | Page | |
|--|-------------|----|
| 01. Index | 01 | |
| 02. Member Organisations List..... | 02 | |
| 03. CVS Arunwide Board..... | 04 | |
| 04. Staff Team..... | 05 | |
| Core Team | | |
| 05. Chairman's Report..... | 06 | |
| 06. Chief Executive's Report..... | 07 | |
| 07. CVS Arunwide Administrative Manager's Report..... | 09 | |
| 08. Community Link Workers' Project | 11 | |
| 09. EESI - working towards an Effective Efficient Supported Independent Voluntary Sector..... | 15 | |
| 10. EESI Report | 17 | |
| Projects | | |
| 11. Arun Neighbourhood Network | 21 | |
| 12. Arun Volunteer Centre..... | 22 | |
| 13. Expanding Communities Project | 26 | |
| 12. Bognor Regis Health Trainers | 30 | |
| 13. Littlehampton Health Trainers..... | 32 | |
| 16. CVS Arunwide Financial Report 2009..... | | 34 |
| Appendices | | |
| Appendix A: Development Plan 2007-11 | | |
| Appendix B: Personnel Chart 2008-09 | | |
| Appendix C: Membership Application Form | | |
| Appendix D: Workload Plan 2008-09 | | |

Membership List

0-9

- 39 Club
- 4SIGHT

A

- Abbeyfield Bognor Regis Society Ltd
- AFFECT Action for Families Enduring Criminal Trauma
- Age Concern West Sussex
- Alzheimer's Society
- Anchor Staying Put Arun & Worthing
- Angmering Community Centre Association
- Arun & Chichester Citizens Advice Bureau
- Arun Biodiversity Forum
- Arun Coordinated Community Transport
- Arun Counselling Centre
- Arun Dolphins SC for the Disabled
- Arun Neighbourhood Watch Association
- Arun Sports Association For The Disabled
- Arun Sunshine Group
- Arun Youth Aqua Centre

B

- Bognor Beavers
- Bognor CAN - Community Action Network
- Bognor Community Responders
- Bognor Housing Trust
- Bognor Quaker Meeting House
- Bognor Regis Baptist Church
- Bognor Regis Shopmobility
- Bognor Regis Town Council Town Clerk
- Bognor Youth & Community Centre
- British Red Cross

C

- C.A.R.E. West Sussex

- Chichester & Arun Sitting Service
- Chichester Area Talking News
- Chichester Counselling Services
- Christian Care Association Stonepillow
- Companions Club of Littlehampton
- Confide Counselling Service
- Contact The Elderly
- Crossroads Care West Sussex

D - F

- Dizzy Retail CIC (support4diabetes)
- Dove (Littlehampton) Ltd
- East Beach Residents Association
- East Preston & Kingston Village Hall
- Enable Me Project
- English for Migrant Workers Project
- Expert Patients Programme Community Interest Company
- Ferring Retirement Club
- Friends of Ferring

H - K

- Headway in West Sussex
- Homestart-Arun
- Hyperactive Childrens's Support Group
- ICIS - Information for Life
- Independent Living Association (ILA)
- Keep Moblie - Keep Active - Enjoy Life
- Konnect

L

- L'Arche
- LCT Homelink
- Littlehampton Ambulance Car Service
- Littlehampton Companions Club
- Littlehampton Shopmobility

- Littlehampton Town Council

M -R

- Meeting Point Drop In Centre
- Mewsbrook Park Community Support Group
- Mind Western CIC
- Motor Neurone Disease Association West Sussex South
- N:Vision (In Unity) Ltd
- Outset Youth Action
- Peaceworks
- Peter Pan Pre-School
- Regnum (West Sussex) Crossroads
- Religious Society of Friends, Bognor Quaker Meeting
- Rethink-Mentoring for Care Leavers
- Richmond Fellowship - West Sussex Day Services
- Rox

S

- Samaritans, Bognor Regis Chichester & District Branch
- Sammy Community Transport
- Servite Houses
- Sitting Service
- Sofas & Stuff
- South Bersted CE Primary School
- Spurgeons
- SSAFA Forces Help
- St Richard of Chichester Christian Care Association

T - V

- The Aldingbourne Country Centre
- The Aldingbourne Trust
- The Capital Project Trust
- The Hub Community Centre
- The King's Gate Church (Bognor Regis) Ltd

- The Littlehampton Tea & Chat Club
- The Number 18 Project Bognor Regis Ltd
- The Stroke Association
- The Sussex Snowdrop Trust
- Trees Estate Residents Association
- United Response (M.H. Outreach)
- Victim Support Sussex - West

W

- West Sussex Deaf & Hard of Hearing Association
- West Sussex Dyslexia DSG (For Children)
- West Sussex Mediation Service
- Wick Conservation Volunteers
- Wick Information Centre
- Worthing & District Alzheimer's Society
- Worthing & District Scope
- Worthing & Littlehampton MIND
- Worthing and Arun Mind
- Worthing Portage

CVS Arunwide Board 2009/2010

Patron Lady Sarah Clutton
President..... Mr Peter Moor O.B.E., Q.P.M., C.P.M., F.I.Mgt.
Chair..... Miss Joyce Adams -Arun Dolphins
Vice-Chair..... Mrs Miranda Cormell-Bognor Baptist Church
Treasurer Mr Peter Hussey

Trustees

Mr. Mike Clayden..... Dove (Littlehampton) Ltd
Ms Marian Court..... Bognor Regis Shopmobility
Mrs Pauline Knight..... Rivendell
Mr Jason O’Hagan Konnect
Ms Mary Ann Bart..... L’Arche (from January 2009)

Appointed

Cllr Mrs S Daniels Arun District Council
Cllr Eileen Anderson..... Bognor Regis Town Council
Mrs Rosie Parfitt..... Littlehampton Town Council

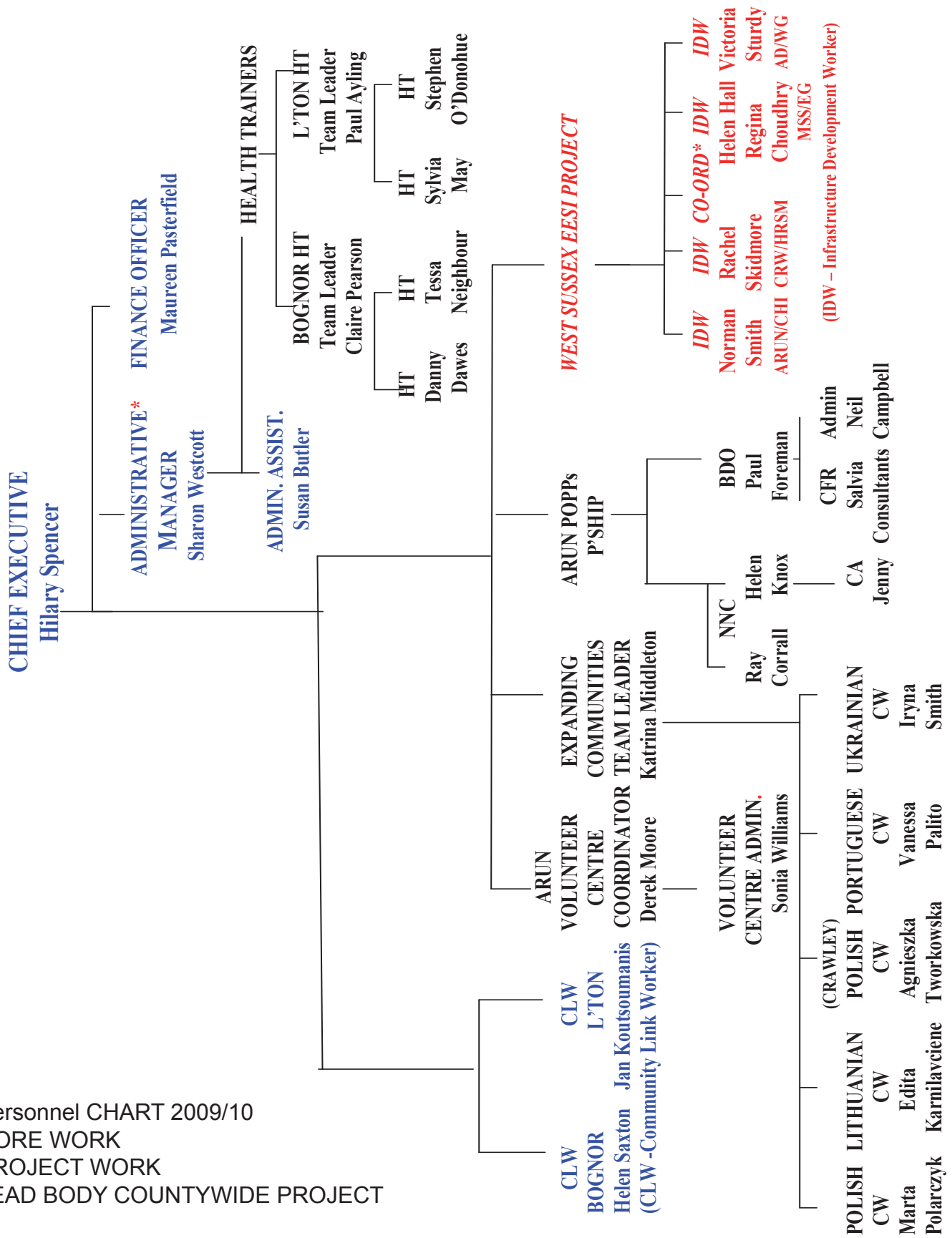
Officer Advisors

Mrs Jaqui Ball..... Arun District Council
Beverley Burrell..... Arun Children and Family Services
Denise North..... Arun Children and Family Services

Legal Advisor

Mr Timothy Pitt Messrs E J Moyle

CVS - Arunwide Staff Team



Personnel CHART 2009/10
 CORE WORK
 PROJECT WORK
 LEAD BODY COUNTYWIDE PROJECT

Chairman's Report 2010

Joyce Adams, Chairman

CVS-Arunwide

As I begin my annual report, I am very aware of the changes that may take place with regard to the volunteer sector, after the coming General Election in May. It is too early to tell how any changes will affect CVS-Arunwide, and the projects that we are currently involved with. But I feel that it is important to assure all our members that our main objective has been, and will continue to be, to support them in as many ways as we can.

As you will see from the reports from the various project managers, everyone has worked really hard, and the work they have achieved is making a difference in the local communities.

Our core team workers, through the Community Link Workers, and ESSI Project extending links, are increasing the CVS profile, generating funding and responding to particular concerns.

We continue to work closely with our colleagues from the various CVS groups in West Sussex, through the CVS West Sussex Trustees Planning and Action Group. With the present financial constraints and resources, being placed on the volunteer sector, it is even more important that the CVS groups work together to ensure that we provide the best help and advice we can for our members in the community

Once again I would like to end my report by thanking the CVS Arunwide board, and in particular, my personal thanks to Hilary Spencer, Miranda Cornell and Sharon Westcott for all their continued support throughout the past year.

Joyce Adams

Chairman, CVS-Arunwide

May 2010

Chief Executive's Report 2009/10

Hilary Spencer, Chief-Executive

Reflecting on the last twelve months always proves challenging. The CVS core and project teams will provide detailed accounts within this report of their achievements and challenges in 2009/10, allowing me to take an overview of developments for us as an organisation.

Looking Forward

CVS-Arunwide has continued to try and balance the work we deliver as part of our core service, both through our Community Link Workers and projects such as the EESI Project and Arun Neighbourhood Network, with the needs emerging from local communities. We seek to address these by working in partnership to deliver projects like the Volunteer Centre, the Expanding Communities team, the Health Trainers and the development work around Bersted Green Learning Centre. I highlighted last year the tensions within this balance of diversifying and increasing our income whilst at the same time drawing heavily on our management resources. To help us understand this more fully the Board has overseen the development of a 3 year Strategic Business Plan with considerable help from Paul Foreman from the Arun Neighbourhood Network, which will guide our discussions and planning over the next few years.

Marketing Strategy

At the same time our annual away day provided the impetus for a full discussion around organisational strengths and weaknesses by both Trustees and the staff team, culminating in a priority to develop an effective marketing strategy, coupled with reviewing the 'CVS' brand. This has arisen particularly in light of the recent re-branding as Voluntary Action and Voluntary & Community Action agencies by other West Sussex CVSs. and a belief that our existing title is open to misinterpretation and does not help us explain who we are and what we do. This work will go forward from June 2010, with full consultation with our stakeholders, through the Knowledge Transfer Partnership programme with the University of Chichester, supported by a Future Jobs Fund placement. At the same time, and mindful of our focus on supporting other Voluntary Community Sector groups, we will develop marketing skills within the CVS core team and create a 'marketing champion' to advise and support local groups on this area of work.

Beyond areas of organisational development, issues that CVS has been addressing through partnership working have now become embedded in our priorities and Service Level Agreements. These include our work within the field of Community Cohesion where, in addition to the Expanding Communities team, we have taken on the co-ordination of Arun Community week (see the report by Jan Koutsoumanis for further details), and work at a County level on National Indicator 7, 'an environment for a thriving third sector' within the Local Area Agreement for West Sussex. This includes active membership of the 'Building Stronger Partnerships Group' which links NI 7 with review and implementation of the West Sussex COMPACT.

Core CVS Team

The whole CVS core and project team has continued to work hard this year to support and champion partnership working and the part the Voluntary and Community Sector can play in this at all levels. Locally the value the Voluntary Community Sector contribution can make to partnership action is increasingly recognised; almost all partnership and partners priorities are or can be addressed to some degree by the involvement and inclusion of Voluntary Community Sector action. In the past this contribution may not have been recognised and opportunities to improve outcomes for individuals and communities not identified but this is changing, and ongoing dialogue and engagement is vital for this to continue.

Partnerships and Working Relationships

The landscape for CVS-Arunwide and its member organisation offers a complicated mix of a National and Local context that is constantly changing and evolving, coupled with challenges that carry on from year to year. This difference is particularly highlighted through our contact with statutory partners; the uncertainty within the wider political and economic environment creates a tension and shifts in priorities and relationships. The uncertain financial climate can impact negatively on working relationships, particularly as officer time becomes less available and personal are lost or there is a change in focus within their roles. As a result CVSs commitment and championing of partnership action will become more important as we work to convince organisations to remain engaged in partnership rather than, with pressure on resources, withdrawing and becoming more inward looking. Many of the strongest and most effective partnerships in Arun have succeeded without the involvement of funding, but with the drive, commitment and energy of partners.

Chief Executive's Workload

My personal workload this year has included a significant amount of time in the management oversight of both HR and funding/finance. The complexities of the various funding streams, budgets headings, time frames and reporting mechanisms and distilling this comprehensibly for staff teams and trustees is daunting. The need to ensure that our main resources, our staff, are appropriately supported, informed and have the tools to work effectively has had a high priority. This has included a major investment in IT, which despite teething problems, has delivered a secure backup system and enhanced communication between and within the teams. As our understanding of the new system develops I am confident further improvements to our communication both internally and externally will develop. Essential as communication underpins everything we do.

CVS Board and Trustees

2009/10 has seen CVS-Arunwide at its 'largest' both in terms of the size of the staff team and the services and projects it has delivered. The Board have been very supportive and we continue to seek to increase the knowledge and expertise they offer by recruiting new Trustees from within our membership. Particularly important in ensuring we keep faithful to members priorities. The restructuring of Board meetings, moving to a quarterly schedule, with the instigation of a monthly Management Sub Group has enabled us to improve the Board's oversight of our work. However we continue the ongoing battle with a huge quarterly agenda.

A further development for Trustees has been within the West Sussex CVS Trustee network,

where the Planning and Implementation group are taking a lead in discussions on future joint working between CVSs and potential long term developments. The County Chief Officers group plays an advisory role and continues to grow in strength through joint working and shared projects. This network is now an indispensable source of advice, support and encouragement and I would like to thank colleagues for this.

For long standing trustees, staff members and volunteers the CVS of today feels very different to that of the organisation when we merged in 2002. Most of our business involves e-mail, telephone and visits outside the offices – we all sometimes feel our office is our laptop and our mobile, but Sharon Westcott, Administrative Manager and I continue to work hard to ensure that different does not = worse with an increase in resources and services, skills and expertise held within CVS. It is difficult to take a view beyond 2010/11 as to what CVS will look like but we are committed to securing the future of services that most effectively meet both members and community needs.

Thank You

My usual thanks to the Trustees, Staff and Volunteers – particularly Joyce and Miranda for their personal support through supervision and beyond, and to Sharon who has taken over at our ‘heart’ and protects my mental health!

Hilary Spencer
Chief Executive, CVS-Arunwide



Administrative Manager's Report 2009/10

Sharon Westcott, Administrative Manager

This last year has continued to see the provision of administration support to the Chief Executive, CVS-Arunwide Board and the CVS-Arunwide team, along with the additional responsibilities of line management. As always the role is very challenging and requires some juggling at various times, especially as we are spread across four offices in Arun. With the support of Sue, the admin team try to keep things running as smoothly as possible for everyone.

I have organised and attended meetings with the following forums:

- Housing Homeless
- EESI
- Health Trainers

With preparing agendas, reports, reporting of the minutes and attending in the capacity as line manager.

Membership

This year has seen a different approach to how we invoice our members and we decided to run our membership as a calendar year. Our membership base is continuing to grow with 10 new organisations joining us before Christmas.

Voice

Andrew our volunteer continues to deliver our quarterly Chichester & Arun newsletter. We discussed how we could improve the presentation of our newsletter, and by making it more colourful seems to have proved popular with our recipients. I must take this opportunity to say thank you to our members who during the year pass on information and news which makes our newsletter possible.

Website

Details of training, events, news and meetings are posted on our website weekly rather than the long emails which were being sent to our members and again, feedback has been very positive with the way this is working. All the projects within CVS-Arunwide continue to pass on information to Andrew who maintains this site for us.

Quality

I regularly review our policies and procedures manual and update them when and if required. Our database is reviewed regularly for the effective delivery of CVS-Arunwide.

Recruitment

I have been involved in the recruitment of new staff for the Health Trainer and Expanding Community Teams.

Community Lunches

Continued liaison with the community link workers to organise and run community lunches has provided networking opportunities. I continue to provide the admin support for these events to include invitations, agendas and registration. After further discussion with our community link workers we decided to post notes from our lunches onto the website, giving access to people unable to attend, to gather feedback from our guest presenters and their presentations.

EESI Project

As coordinator of the project it is very rewarding to see how the project continues to develop across the county. The second year end of report showed the valuable work the EESI team are doing.

The EESI website has proved to be a valuable tool for our development workers and is promoted across the county at the various events and road shows they attend. Maintenance of the site is ongoing and although a novice to start with, I have enjoyed the challenges of seeing it develop. My working week consists of regular updates to provide information for the county.

We had 2 hugely successful Finding Funding Days, with one being held at Butlins in Bognor

Regis, which I helped to coordinate with the support of the team.

The EESI evaluation has been started and so far it shows work carried out by the team is evenly spread across the County with 47% being 1:1 work, activities with organisations.

It will be interesting to see the final report.

Health Trainers

The Health Trainers are continuing to promote themselves across Arun with their client numbers increasing as more people in the community hear about the service they are offering.

We successfully recruited in April 2009 when Sylvia May became a member of the Littlehampton Team, and with the help and support of her colleagues she is nearing the end of her City & Guilds training.

Unfortunately the Bognor Team were a Health Trainer short for most of this year due to long term sickness, but this did not stop them being very pro-active and extremely busy.

I meet regularly with the team to provide support, advice and information. Attendance at the quarterly steering group meetings give me the opportunity to discuss and report on the progress, issues/developments and outputs required of the Health Trainers and NHS West Sussex.

Training

- Website – maintenance of the EESI website
- NMDS – Health Trainer client referrals
- Management training

As I look back over the year I realise how my role has changed with the increased workload and change of direction. Attending more meetings has allowed me to liaise and network; continuing to promote CVS-Arunwide and making sure we get heard.

Being part of the recruitment for CVS-Arunwide and sitting on interview panels has helped to increase my confidence and knowledge.

I look forward to building on the successes of the past year and the continued development of my role for CVS-Arunwide and to the future of CVS-Arunwide in the coming year.

Community Link Workers Project – Report 2010/2011

Helen Saxton (Bognor Regis) and Jan Koutsoumanis (Littlehampton)

Our role as Community Link Workers is an enjoyable mixture of visiting and supporting groups in the Arun area, organising community events in partnership with others, promoting the work of and representing the CVS-Arunwide, on boards and forums and contributing articles to The Voice newsletter. We have been asked this year

to lead on different projects. Jan has been responsible for organising Arun Community Week which will happen on an annual basis. Helen has taken the lead on some community development work at Bersted Green Learning Centre.

Some highlights of our joint work during this past year:

- Working in partnership with the volunteer bureau we researched and presented elements of their volunteer seminar, giving information about legal policies and the vetting and barring scheme. We also attended their volunteer celebration days during Arun volunteer week.
- We also worked in partnership with the EESI project and helped at their Grassroots Grants day held at Fontwell, giving assistance to those applying for funding.
- We have held 3 community lunches this year to give people the opportunity to network and to hear speakers on a range of topics.
- We both had a tour of the whole of Arun to see the areas in which we both work at close hand.
- Over the year we have both attended a range of training courses and strategic events, to promote CVS Arunwide and to enhance our skills in delivering services to our members.

Highlights from Jan Koutsoumanis. Community Link Worker Littlehampton

Contacts

Throughout the year I have continued to meet with organisations that I already have links with and have continued my support with them. I have also been lucky enough to meet with many new organisations including Angmering children and family centre, The Victoria Institute Arundel, The Chaucery memorial committee, Angmering Community centre association, Homestart, The Littlehampton Academy, Silver song club and Age concern to name a few.

Events

The largest piece of work I engaged with this year was the Arun Community week which involved coordinating events taking place throughout the week in September. This was quite an extensive piece of work and whilst very time consuming the end result was fantastic. I will be coordinating this week again in 2010 but with the help of Laura Devlin a new recruit funded by the Future Jobs Fund who will be assisting me with the admin.

In addition I attended information events on The Big lottery funding and self directed support in a bid to increase my knowledge to enable me to pass on information to organisations. This year has also seen many celebration events that I have taken part in including Volunteer week, The Dizzy celebration of 5 years, EESI finding funding day and a community development course. I look forward to carrying on with this in 2010.

The creative side

Throughout the year I continued with writing articles for the voice and searching for information that organisations may find helpful, this is a very interesting part of my role and it is great to see articles from organisations in the newsletter promoting their groups.

In the build up to Arun Community week I designed and produced display boards for Arun

Community week as well as writing articles for the booklet, local media and websites, this all went towards the promotion of the week. I also produced a large piece of work for the Housing Homeless Forum involving finding out information to provide a network of information on agencies, charities etc who help with homeless, housing and other related issues.

Finally a key piece of partnership working was with the Volunteer bureau where I developed a power point presentation on the new vetting and barring scheme to help inform volunteer coordinators at the volunteer seminar of the new law coming into place.

My writing skills were greatly tested and I found after the initial writers block I thoroughly enjoyed this part of my role.

Case Study

Arun Community Week 12th -20th September 2009

In March 2009 I was asked if I would coordinate Arun Community Week and I attended the first meeting. The main aim of Arun community Week was to celebrate Arun's diverse community and bring together the people of Arun through a series of events across the course of a week in September so that organisations, communities and individuals can celebrate and encourage a sense of belonging and inclusion across the Arun area. The key areas of work for me were :

- Initial meeting to talk to interested groups to find out any barriers, and ideas for overcoming those barriers.
- Setting up a task group to take forward the ideas from initial meeting and to make ongoing decisions on behalf of Arun Community Week.
- Preparing and passing on all the events included as they are decided on to be collated for publication.
- Writing articles as necessary for promotion, publications and information.
- Maintaining database of events, communicating with

The year seemed to fly by with all the organizing and admin needed but meeting so many different people and finding out about all the events they were going to do was so exciting. As the week approached I set up display boards in local libraries and we delivered the booklet listing all the events. This year we have managed to engage many more organizations and we ended up with over 40 events across Arun.

I will be coordinating this event again in 2010 and my aim is to increase this number again so watch this space.

Highlights from Helen Saxton, Community Link Worker-Bognor Regis

Contacts

I have continued to support organisations who I already have links with, but have also had new contacts with organisations such as AFFECT, The Capital Project, Arun

Business Partnership, Headway, The Prince's Trust and Homestart.

Events

I have been following up some work from the Men Included event, such as analysing data from the survey we carried out in partnership with Arun Neighbourhood Network, and producing a report with some of our findings.

Back in October, I organised a Mental Health coffee morning, where organisations could come and advertise their services and find out about what other groups are offering in the area for those with mental health needs.

In September, I helped to organise and run a community BBQ with The Tree House Children and Family Centre in Bersted. I have continued links with the centre by attending their centre partnership group meetings to represent the voluntary sector.

Articles

I have had the opportunity to interview several volunteers for articles in The Voice including a volunteer from Homestart helping families with children aged 0-5, and a volunteer with the Girl Guides who had given over 50 years voluntary service. I have also written several articles to publicise different organisations and what they do, such as The Prince's Trust.

Case Study

Community Development work at Bersted Green Learning Centre, in Bersted, Bognor Regis.

I was asked to spend some time working at the Bersted Green Learning Centre during the year in order to engage with the local community, try to understand local needs, and to organise and promote learning opportunities at the centre. I have been fortunate to work alongside Tony Brant, a community engagement worker with Arun neighbourhood network.

Together, we have started a weekly tea and chat group where people can socialise, play games, and we can let them know about learning opportunities. At the same time we run a drop-in for people to use the computer suite, where we have a volunteer from Outset Youth Action available to give assistance with any computer enquiries, and to encourage those who have never used a computer before. I have developed links with the local PCSO, the local schools and family centres, the Parish Council, and the residents association.

CVS- Arunwide and Arun District Council have formed a management group to oversee the running of the centre, and we are encouraging local people to be involved in this. A large part of our time has been making and distributing fliers, getting publicity from the local newspapers, and meeting with possible course providers. At the same time, we are trying to encourage voluntary, community and statutory groups to use the centre

Finally, we are both looking forward to organising community events with the aim of supporting local organisations. In addition we will be continuing to offer support with

funding, community development, writing policies, and any other concerns. We will continue to strive to promote the Council for Voluntary Service and to increase our membership.

EESI – working towards an Effective Efficient Supported Independent Voluntary Sector

Report by Sharon Westcott, EESI project co-ordinator

In 2009 we retained a fairly stable project team with a brief gap following the departure of John Kelly from Worthing/Adur, replaced in September by Victoria Sturdy. The team has increasingly worked well in supporting each other and working in partnership to deliver activities and events across West Sussex.

It has developed a very recognisable ‘brand’ particularly through the website and is often mentioned in discussions on infrastructure services by providers and funders. The fruition of the website development has provided a tool of excellent quality to assist the team in promoting the project and showcasing their work.

1000 Voluntary Community Sector organisations have access to support which will improve their management and service delivery – as has been indicated above, this outcome which focuses on the promotion and access to the project has moved ahead significantly this year. In particular the use of case studies on the website has helped groups to understand how the EESI project can help them. The project is now regularly invited to participate in events run by other organisations to promote and clarify the services that are provided. As a result, both 1-1 support work and other partnership work is generated.

By the end of the project 500 organisations will have increased their sustainability, this year the team have worked with 620 organisations, over 35.3% of these have been funding advice and support, highlighting the increasing pressure on funding at both a local and national level. However, increasing the demand for and focus on funding, provides an opportunity for the project to advise and support on organisational development issues, thereby increasing the number of groups that have systems that are fit for purpose. Although the project aims to deliver 160 1:1 activities per quarter the 2 month gap in appointing to the Worthing/Adur post has meant we have fallen slightly short of this. However all the team deliver additional 1:1 as part of their attendance at events and these are not included in the 1:1’s that we monitor.

The involvement of the project in the coordination and delivery of information and training has been particularly strong this year. The project has played a central role in a countywide training delivery partnership and has been an effective gateway to training information and advice, through its partnership links. Over 100,000 people have been advised of over 217 sector appropriate training courses.

The team engage in networking and or partnerships that improve organisations sustainability, in 2009 alone the team have engaged in 317 partnership/networking activities where they have continued to

Champion partnership working and, particularly in the areas that had not previously benefitted from an 'EESI worker', acted as a new resource for the promotion and development of multiagency partnerships. Generating interest in training/support through events such as 'Bringing in the Dosh' has increased the spectrum of Voluntary Community Sector groups that the project comes into contact with and provides opportunities to identify further training needs and facilitate additional support. This not only engages groups with EESI but with the host CVSs who offer a wealth of additional resource.

The most challenging outcome has been the 'cross boundary' partnership working with Voluntary Community Sector groups, particularly as the climate for cooperation between organisations has changed with the advent of the commissioning culture in West Sussex.

However, the cross boundary networking activities illustrate that whilst not committing to in depth partnership the sector is still interested in working together. Within this EESI again offers outside and additional resource and can act as an independent catalyst. This outcome is also affected by the changing of defined boundaries as organisations merge and new initiative arise. At a recent review the team acknowledged that they are not necessarily 'counting' work in this category where organisational and sector boundaries are involved.

The work of the EESI team and the success of the CVSs working in partnership have reinforced the approach developed through the project as workable and effective in delivering a good quality and equitable service across the County. The Steering Group felt that EESI has stimulated CVS joint working as is often referred to as a positive model when considering other pan county work between the CVS organisations.

The team have reflected that within a pan county project the local focus has been crucial. Small groups who have never before asked for or received support have been engaged, and through consistency and reliability of approach, have developed a trusting relationship with the team. The slow careful approach, which is not driven wholly by targets, has seen lasting relationships established with both the project and the CVSs. In some ways the project has developed through a Community Development model whilst at the same time meeting it's required monitoring targets. Through this there has been unanticipated 'reward' for the team in seeing small but effective organisations come into being, through careful and on going support and nurturing.

Our Success

This year, Year 2 of the project, consolidated the delivery of work through the EESI project and although the number of groups that were worked with on a 1:1 basis was not as high as in Year 1, the level and depth of work was more significant. The project was particularly successful this year in further developing its profile, the website played an important part in this.

The project also now has an established place in training delivery and has a key role in the pan county partnership. Training delivery as a whole has engaged a wide range of groups with the project including Village Halls, Parish councils, sports, arts and leisure groups not always seen as part of the natural membership of the host CVSs.

Both the anecdotal feedback on the project received when attending outside meetings, discussions with partners, and the feedback gained direct from groups that have worked with

the project, tell us that the project is meeting needs within the community. Our CVSs rely on the workers as core team members and the team has become integral to infrastructure support in West Sussex.

What we have learnt so far

During this year of the project the non host CVSs have become more involved and now play an important part in the management of the project. The Steering Group meetings have a geographical focus where the host CVS, non host CVS and worker come together to discuss the progress, needs and workload in their respective areas before bringing to the full meetings. This is vital to the project's success as each area has different needs and requirements and we all learn from each other.

Future

In the coming year we will be looking to continue our successful work across the County and celebrate our networking and partnership work with a showcase event in September.

EESI Report for CVS Arunwide 2010

Norman Smith

2009/2010 has been an amazing year for the EESI Project across West Sussex, and Arunwide has been a major part of the Project's success story!

Events have included two major Funding Days and back in November we hosted 'How To Bring in The Dosh' Finding Funding Day at Butlins, Bognor. This was an all day event that had workshops on Fundraising on the Internet, Which Lottery Grant is Right For you? and a Fundraising Surgery. At the Funding Day, I hosted the event, was a main speaker on 'How your CVS can Help You', and ran two Powerpoint workshops on The Lottery. From Arun, delegates included Arun Angels, a weekend Street Pastor Group, Birthing Link, Arundel Museum, Bognor Beavers Bowling Club, Bognor CAB, Bognor CAN, Bognor Housing Trust, Dreams of Social Happiness (see below), Ferring Village Hall, Peaceworks, Littlehampton Shopmobility, Trees Estate, and Yapton + Ford Village Hall.

I also ran the 'Grab a Grassroots Grant 2' day recently at Fontwell Racecourse, showing 30 delegates how to specifically fill in each section of the Grassroots Application form, and then gave them help in filling out the form.. At the Grassroots Day, Groups included a Play and Sport Project in North Chichester, Friends of Aldingbourne Trust, 3 village halls, a Fencing club, the Lithuanian Society, Matryoshka Mums and Toddlers, youth clubs, U3A Petworth and a Society for The Blind. One of the village halls has asked me to help them specifically with a Heritage Lottery bid to renovate their historic building. Both events have had extremely positive feedback.

- Groups and organisations: I have worked one to one with over 20 organisations, Arunwide, ranging from smaller groups like Birthing Link in Bognor through to larger

collective groups like Arundel Lido. In fact Arundel has become a significant development in the last year, with 5 organisations from there asking me to help. From Zero to 5 in a year is brilliant. Arundel Lido, Arundel Museum, Arundel Festival, The Victoria Institute, and Arundel Old School Nursery have all asked for assistance with funding or policy development. The Museum has been successful with their Heritage Lottery bid and the Festival has a bid in to Sussex Community Foundation.

I have helped 6 groups to be successful with funding bids to Trusts and the Lottery, and several new groups have started up too, so I help with Constitutions, Bank Accounts and Child Protection/Vulnerable Adults policies. By far the majority of this development work is Outreach based, with me driving all over Arunwide to meet people where they are at, either at their organisation's base, or at a local cafe even, In Homelink's case...at their building site!

- Training that I have been on includes a Microsoft Excel Day and a Mediation day. The latter was an eye-opening day, looking at practical ways of dealing with problems between people. I would recommend that everyone does this training at some stage for life skills at whatever level people are at.
- Training delivery: I have also run workshops and Training days on Safeguarding and Group development. The EESI team were invited to lead workshops at The Arun Neighbourhood Network event at The Hilton, Avisford Park, which went really well, and I worked very closely with Jan and Helen, our Community Link workers, in leading a Safeguarding session at the Volunteering Event at Bognor CAN. The focus was on the new Independent Safeguarding Authority Legislation to stop inappropriate adults working with vulnerable adults and children/young people.

All in all it has been a real privilege to serve the Voluntary Sector throughout the year, and I look forward to the continuation of the project.

Case Study

Dreams of Social Happiness (DOSHI) is a club run for Cardiac sufferers and people with other disabilities.

Hilary, our Chief Executive, referred this group to me, and they outlined their bold vision to get up to 40 people at their new club, which had attracted 20 or so up to then...to achieve their goal, they needed a significant grant to provide New Age Kurling sessions. New Age Kurling is a form of the original curling game, but adapted so that it can be played indoors on any smooth, flat surface, such as a sports hall, rather than on ice. It's perfect for people with disabilities and those without.

With my help, they received nearly £10,000 From Awards For All Lottery for their New age Kurling equipment....The group is flourishing, and at their Celebration Launch event, they had over 40 people there!

Arun Neighbourhood Network Report 2009/2010

Helen Knox - Co-ordinator

I am very pleased to report that it has been widely recognised that the team's hard work over the last twelve months has made a significant difference to older people throughout Arun. This makes it harder to understand the reduction in funding in areas of the team, most notably the publicity role, but these are difficult economic times and the team is committed to providing the best it possibly can with the resources available.

It is appropriate here to acknowledge the contribution of Jenny Holmes, Polly O'Neill and Ray Corrall whose posts have been made redundant. The loss of these posts at the end of March 2010, as well as seven hours from mine, will have a marked impact on the work that the NNCs are able to undertake in future. Peter and I shall be monitoring our new workload closely and are fully aware that items of lower priority will likely have to be dropped.

Since 1 April 2009 we have added 82 groups to our database, bringing that up to over 400. Of these around 125 have attended Network Meetings and we have regular contact with about 263 individuals, most of whom represent the groups to which they belong.

The single disadvantage of the team's continued diligent work over the last year is that there is far too much to include in this report. Our activities include the following; ask any of us or see our website (www.arunnetwork.org.uk) for more details:

- 1 Provision of gardening services has been investigated; this issue now needs to be taken forward at County level.
- 2 Older People's Consultation Groups are growing slowly both in number and membership, with new interest in Bersted and Arundel.
- 3 Drop-in sessions continue; new ones in Arundel and at Bersted Green Learning Centre
- 4 Engaging Older Men Action Group - partnership with ANN and CVS Arunwide - includes other voluntary sector groups and older male volunteers.
- 5 Working with Police Community Support Officers
- 6 Continued work in Wick
- 7 Participation in community events
- 8 Healthy eating groups set up in Bognor and Angmering
- 9 Targeting specific and more isolated parts of Arun with publicity material via personal approach eg rural pubs, garden centres, golf clubs, leisure centres, village shops etc
- 10 Development of Shopping Services Booklet
- 11 Ongoing involvement in Our Cafe pilot for those with dementia and their carers - due to open at Holy Cross Church Hall North Bersted in May.
- 12 Intergenerational work involving older people and a small group of students at Bognor Regis

Community College was a great success. Feedback from both age groups was extremely positive, and further events will be planned.

Network Meetings have continued bi-monthly:

- April - meeting directly preceded by Fund-raising workshop resulting in new attendees
- June - safety theme with input from: Arun Lifeline; WSCC Fire & Rescue service on home fire safety; Arun District Council Community Safety personnel on Crime in Arun and how to deal with bogus callers.
- September - transport theme: speakers from WSCC, Stagecoach and Arun Community Transport followed by discussion on quality and quantity of transport in Arun.
- November - ANNiversary Conference (see highlight)
- January - Aldingbourne Trust Powerful Trainers
- March - information from two of our partners, ACWS and 4SIGHT, about their services and involvement with ANN.

Publicity

County statistics have shown that Jenny's regular updating of the ANN website has made it a great success, having been well used by the public and professionals as well as ANN staff. Publishing interviews conducted with group leaders has demonstrated ANN's value to local groups.

Our weekly e-bulletin has proved a useful tool in informing members quickly about news and events and keeping us in people's minds.

Ray and Michael's work to create and maintain the members' and staff extranets has provided areas that include searchable data, case studies, compliments database and publicity templates.

ANN has retained a high profile by submitting press releases, articles for local magazines and producing publicity material for groups' events as well as ANN's generic posters for distribution by the team. Our participation in community events has been enhanced by an excellent display stand incorporating information, photographs of ANN in action, our leaflets and current newsletter. The latter has proved extremely popular and is available quarterly as hard-copy at many public venues (eg libraries, community centres) throughout the district as well as electronically. We have funds to produce two more editions.

Jenny has worked with her West Sussex colleagues to design a Publicity Toolkit to assist groups in creating their own materials and has produced comprehensive 'how to' guides to ease our publicity work when she leaves.

Business Development And Fund-Raising - Paul Foreman

Business development and fundraising has shown real success in the year. The overall development strategy of addressing the needs of the individual groups through training, mentoring and remote support perhaps showed fewer immediate results than other parallel projects in the county. But the strategy has seen evidence of increased capacity in the second year, with client organisations taking ownership of their own business planning and fundraising, with very positive results.

Smaller organisations have been encouraged to adopt formal constitutions; the roll-out of the Charity Commission standard constitution for unincorporated associations in October 2009 simplified this process. A selection of standard policies and planning templates has also been used, with the result that ANN member organisations are increasingly able to access a wider selection of funding opportunities. Larger member organisations have been supported in the preparation of multi-year business plans that show budgets and fundraising targets. In all, we have now contributed to the business development and fundraising of more than 80 groups or projects, worked on the preparation of 29 full business plans and used this learning and development to support fundraising for 25 member groups.

Fundraising results during the year April 2009 to March 2010 showed great success. With the benefit of fundraising support and training, the 25 supported member groups of ANN reported that they had raised a total of £312,598 in funds from charitable trusts and statutory grants during the year. This brings the total for the whole of the project from November 2008 to £339,307. Notable recent fundraising successes include two grants from European Union funding via the RDPE programme and one from the Big Lottery Fund's Reaching Communities programme. The ANN fundraising training programme was also very active during the year. We provided 10 training sessions during that period and these were attended by 117 people.

ANNiversary Conference

In a year of many achievements it might be difficult to pick one on which to focus, but without any doubt it must be our highly successful ANNiversary Conference at Hilton Avisford Park on 4 November for Arun group leaders combined with a celebration of ANN's first year.

The event was the result of months of tireless planning, fund-raising and organising by the whole team, ably led by Janet Marsden.



Local author, Simon Brett, opened the event with a fitting speech full of amusing anecdotes relating to his own experience of growing older. Representatives of three groups helped by ANN then gave a testimonial about the assistance they had received. This was followed by seminars on Understanding Communities and Community Voluntary Work in Rural/Urban Areas.

Whilst tucking into a sumptuous finger buffet the 100+ delegates enjoyed some intensive networking and were able to view the displays set up by some of the groups attending.

Most of the delegates chose to attend the optional afternoon workshops on a variety of topics including Publicity, Recruiting Volunteers, Attracting New Group Members and Fund-raising. The delegates each went home with a bag bulging with freebies from generous donors and a special 12-page anniversary edition of our newsletter.

Feedback, both on the day and via evaluation forms, was overwhelmingly complimentary, with the few negative experiences relating to minor issues. It was a most apt as Janet's final

event with ANN before she retired, and we were lucky that Peter Hornsby, her replacement, was also able to attend.

An additional benefit of the Conference was to demonstrate the excellent skills of the ANN team. With no experience of organising events on this scale, everyone rose to the challenge and executed their tasks, resulting not only in a thoroughly professional event but in an even more cohesive team.

Arun Volunteer Centre Report 2009/2010

Derek Moore M.B.E.

In the last year there were 579 potential enquiries from prospective volunteers. Approximately 401 applications were processed. 163 volunteers were placed, 178 applicants were moved to pending. 30 new organisations registered and 76 new opportunities were offered. I conducted 156 interviews. As of the 31st March 2010 the total number organisations registered with the service amount to 323 with the total of Voluntary Vacancies overall being 358.

Staffing

I ran the Volunteer Centre working part-time, total, 20 hours per week of which 6 hours were spent in the Bognor Regis Office.

Sonia Williams the Volunteer Centre Admin Assistant worked for 17 hours per week, mainly based in the Littlehampton office.

Kevin Hampshire is still a regular volunteer at the Littlehampton office. He worked 7 hours on a Wednesday. His main task was to carry out volunteer follow up's but can turn his hand to most centre activities.

Development

Office Move:

Due to redevelopment within Dove lodge we decided to look for alternative accommodation. It was thought the Volunteer Centre would be better placed to serve clients (prospective volunteers and voluntary Organisations) if it was located within the town centre within easy reach of the bus stops, train station and car parks.

A larger office became available within the Shopmobility offices on the ground floor of the Bradbury Centre. I negotiated a rental agreement equal to the amount we were paying for our office in Dove Lodge. We had to adapt the office for our use which included re-decoration, new lighting, signage, literature and some extra furniture.

We moved in at the end of July and after a few teething problems became fully operational

within a couple of weeks. Many of our past clients, Organisations and prospective volunteers have commented on the fact that Centre is better placed and easier to access.

West Sussex HUB Network:

The West Sussex HUB Network has now been fully operational for 19 months and most of the Key Delivery Tasks laid out within the Business Plan have been met, a few others such as achieving Quality Accreditation are ongoing (a copy of the business plan can be made available).

The aim of the service is to deliver, through partnership working, the six Volunteering Core Functions in a more effective and sustainable manner, and to develop high quality service which can be easily accessed by national/ local voluntary agencies and potential volunteers. It has been agreed that the Co-ordinators will meet 4 times per year. All of the proposed targets for 2009/2010, bar in two, were met (see chart below).

Hub targets for Arun Volunteer Centre:

| 2009 / 2010 | Target | Figure Achieved |
|---|---------------|------------------------|
| No. of potential enquiries | 294 | 579 |
| No. of interviews undertaken | 49 | 156 |
| No. of referrals made | 198 | 529 |
| No. of volunteers placed | 168 | 163 |
| No. of volunteers with special needs placed | 17 | 10 |
| No. of new volunteering opportunities recorded | 59 | 76 |
| Satisfaction of volunteers placed with the service | 75 | 88 |
| Satisfaction of the organisations with the volunteers | 60 | 86 |

Office IT Equipment

Our main IT equipment is now provided by from our annual budget. I have a Laptop computer which is used to carry out the Drop-In surgeries in the Bognor Office and update visits to Organisations. We have three office Desk Top computer systems, one of which was purchased during March. All three computers are linked which allows access to the V-Base data base at the same time. We were unable to access the CVS-Arunwide broadband system from within our new office in the Bradbury Centre and had to sign up to BT broadband.

Meetings/Visits

- Attended all of the by-monthly County wide Volunteer Hub Co-ordinators meetings.
- Attended core/team meetings throughout the year.
- Had meetings with a number of people from various organisations/agencies who were looking for client placements.

- Visited a number of registered/new Organisations to update their opportunities or to help complete a new application.

Events/Activities

I attended/took part the following events/activities:

- 12th May: Attended Men Included Event in Bognor Regis.
- 13th May: Presented certificates at Space Young Carers Befriending project.
- 2nd June: Volunteering awareness day at the Tamarisk Centre.
- 4th June: Volunteering Awareness Day at the Laburnum Centre.
- 22nd to 25th June: Spent time updating the Volunteer Co-ordinators Information Pack.
- 14th Jul: Attended CVS AGM.
- 18th Jul: Attended Sands Of Time Seaside Charity Fair in Bognor Regis.
- 27th Jul: Move office to the Bradbury Centre
- 12th Sep: Littlehampton Town Show on Saturday 13th September.
- 7th Oct: Attended Like Minds coffee morning in Bersted Green Learning Centre.
- 9th Oct: Attended the Mental Health Day event in the Alexander Theatre in Bognor Regis.
- 14th Oct: Ran a Volunteer Co-ordinators Seminar in conjunction with CVS-Arunwide. It was facilitated by Bognor CAN - Community Action Network and took place at the Bognor Regis Youth and Community Centre in Westloats Lane Bognor Regis from 9.30am to 3pm (see achievement article below).
- 4th Nov: Attended the Arun Neighbourhood Network Anniversary Group Leader Conference in the Hilton Hotel Avisford Park. Facilitated 2 x 50 minute workshops (roundtable discussion re volunteering – recruiting volunteers and attracting Trustees).
- 7th Nov: Gave a presentation at the ADC Parks and Greenspace Service, Community Groups Conference in the Look and Sea Centre Littlehampton. The topic of the presentation was about the wider support for volunteers and voluntary organisations in the Arun district.
- 12th Nov: We attended the Mediation Training event in Bested Green Learning Centre.
- 16th Dec: We attended the CVS Christmas lunch.
- 19th Jan: Attended Home Start 10th anniversary function in Arundel.
- 25th Feb: Attended a Supporting Volunteers event in Billingshurst Village Hall. The event was for people who support or manage volunteers. Provided a PowerPoint presentation of volunteers and their inspirational quotes.
- 26th Feb: Attended dizzy: support 4 diabetes – 5th Birthday event in Rustington.
- 31st Mar: Conducted a meeting with Stuart Lambert, NVQ Assessor, Futures Training. Also present at the meeting were Jan Koutsoumanis, Littlehampton Community Link Worker and Kevin Hampshire, AVC Admin volunteer. We had a long discussion as to how the NVQ 2 in Communication could be accessed by our volunteers and those of other voluntary organisations.

Volunteering Awareness Activities

- Spent many hours planning for the Volunteering Awareness Days which took place during Volunteers Week 1st to 7th June (see achievement article below).
- Sent a number of articles to the local newspapers and radio stations to advertise planned events on their local link/charity slots prior to the events taking place.
- Organised the Volunteering Awareness Days which took place at the Tamarisk Centre on Tuesday 2nd June and the Laburnum Centre on Thursday 4th June between 11am and 4pm. The aim of the events was to celebrate the 25th anniversary of Volunteers Week, to present certificates to the longest serving volunteers in the Arun area, to showcase the activities of Voluntary Groups/Organisations, thank existing Volunteers for their dedication and commitment and to recruit new Volunteers.
- Placed a regular weekly/monthly Voluntary Vacancies column in both the Bognor Guardian and the Littlehampton Gazette.
- Placed notice boards in the main libraries in Bognor and Littlehampton throughout the year.
- Distributed advertising posters to all Town/Parish Councils, Meetings and Doctors Surgeries in the Arun District during the months of April, June, October, December and March.
- Ensured that the advertising information held on several web sites was checked regularly and updated where necessary.

Achievements 2009/10

Volunteers Week (25 Anniversary Celebrations)

These were hugely successful joint working events, Health Trainers, Arun Neighbourhood Network and Community Partnership Team took part. Both days were well attended. Tamarisk Centre on Tuesday 2nd and the Laburnum Centre on Thursday 4th June.

The aim of the events was to celebrate the 25th anniversary of Volunteers Week, to present certificates to the longest serving volunteers in the Arun area, to showcase the activities of Voluntary Groups/Organisations, thank existing Volunteers for their dedication and commitment and to recruit new Volunteers.

Volunteers who had served their community for a total of more than 1100 years were thanked for their efforts. Special guests ADC Chairman Don Ayling, his escort Elspeth



(Laburnum Centre, Bognor Regis (top) and Tamarisk Centre, Littlehampton (bottom))

McCready, Littlehampton Town Major Mark Butler and Bognor Regis Town Mayor Eileen Anderson attended to present certificates and help cut the cake. Quote from Cllr Ayling “All credit should go to Derek for what he does for volunteers. He works very hard and is very dedicated”.

Volunteer Coordinators Seminar



Derek Moore

On 14 October 2009 ran a Volunteer Co-ordinators Update Seminar in conjunction with CVS-Arunwide. It was facilitated by Bognor CAN (Community Action Network) and took place at the Bognor Regis Youth and Community Centre in Westloats Lane Bognor Regis from 9.30am to 3pm.

The Seminar was well attended and thanks to the input from Helen Saxton (Bognor Regis Community Link Worker), Jan Koutsoumanis (Littlehampton Community Link Worker), Norman Smith (EESI

Project Development Worker), Carol Fullick (Development Manager, Bognor CAN) and not forgetting my assistant Sonia Williams, it was a huge success. The general feedback from all delegates was excellent, one delegate wrote: “A very enjoyable and informative day. Made interesting contacts, liked semi informal style. Time keeping was good which was important as very busy with other commitments.”

Derek Moore MBE
Co-ordinator
Arun Volunteer Centre

Expanding Communities Project – Report 2009/2010

Changes within the team

The last year has been a crucial year for the Expanding Communities Team.

Thanks to an application by Arun Community Cohesion Group to the Department of Community and Local Government on behalf of the County, the Expanding Communities Project benefited from funding achieved through the Migration Impacts Fund (MIF) which has allowed the team to grow and develop its services. This has also brought new responsibilities,

which include the priority to support further opportunities to conduct community mapping. This will help the team to advise on how best to alleviate pressure on, and improve the accessibility of local services. The team continue to work with communities and a range of agencies to improve community cohesion and integration; provide 1-1 support for Migrant Worker Communities and to actively promote and assist in forming community led groups and associations.

Thanks to the new MIF funds the team now includes a full time Polish Community Worker in Crawley, whose main role is community mapping and identifying the needs of the migrant community in the area. Through this work Agnieszka Tworkowska empowers the local Polish community by helping set up community associations, participating in integration events, representing the Polish community at meetings with local agencies and helping partners to evaluate the need for particular services.

Edita Karnil a Lithuanian Community Worker and Marta Polarczyk new Polish Community Worker also joined the team through MIF funding in January. They have quickly found their feet in the busy ECP environment and are now working hard towards organising community events and promoting community cohesion as well as participating in all the ECP activities detailed below.

Work with organisations

The team have taken part in many major campaigns by leading agencies, such as Young Diversity Champions, aimed at tackling racism and prejudice at schools, and the “Getting to Know You” conference, promoting migrant involvement in local schemes and learning about the services needed by the migrant community and satisfying these needs.

The team take an active part in planning, supporting and working together with the Safer Arun Partnership, with members of the team participating in the Arun Community Cohesion Group, Community Tensions Group and Public Place Violent Crime Group. The team also take part in the “Weeks of Action” where all agencies come together in a specific neighbourhood to promote and deliver the services needed by the community.

The team has developed close co-operation with the Arun District Council Housing Department, offering help in linking with the clients with identified housing needs and interpreting during the Housing Options interviews.

In the past 12 months, the ECP co-operation with the Felpham and Bognor Family of Schools (FAB) has continued, now including the preparations for a big community information event for parents of the children starting school in the near future. We have also made contacts and are working with the WSCC Admissions team to make the process of school enrolment easier for the migrant families.

Work with communities

One of our largest areas of work is dedicated to organising and supporting community events. In the last year we have successfully organised and taken part in 29 events; these included focus groups, community engagement events and supporting partners in delivering targeted campaigns through events and community meetings. Some of the examples of the events organised and attended by the team are: Littlehampton Town Show, Crawley Festival, House of Multiple Occupation information event etc. We also held a Community Christmas

Party in Bognor Regis and participated in International Women's Day in Littlehampton and Chichester.

The ECP took an active part in Arun Community Week. As well as helping plan and promote the week itself, we successfully held two events: International Cuisine Day and 'Let's Talk' an information event for the Lithuanian Community. During Arun Community Week, the team also took part in two more events: Littlehampton Community School Language Day and an English Classes Registration Event.

We continue to work with ACCORD, (A Cross Cultural Organisation Recognising Diversity), planning and organising together the new International Social club, taking place every month or so. The changing themes of the Club evenings, ranging from the Family games evening to Salsa dancing class, allow more people to choose the evening they would like to participate in and prove to be popular with many nationalities.

Another main part of the team's work is to research communities' needs. With the Polish Supplementary School already in place and proving to be successful, the Portuguese and Lithuanian community workers have revisited their original research with these communities, while some Russian speaking community representatives have expressed their wish to organise a school and are being supported by the Russian speaking community worker. The bilingual workers plan to review the original questionnaires, distribute these widely and find out the current demand within these communities in the hope of setting up a Supplementary School for Lithuanian and Portuguese children.

The ECP workers are also supporting the emerging groups being formed within the Lithuanian and Russian speaking communities, such as a Lithuanian Association and a Mother and Toddler group "Matryoshki".

Signposting and Casework

Over the last 12 months ECP has been extremely busy seeing foreign nationals seeking advice and guidance on a 1-1 basis. These sessions deal with a very wide range of issues including housing, tax, employment, consumer issues and benefits. The project continued to offer these from the CABs in Littlehampton and Bognor Regis, Children and Family Centre in Selsey and the New Park Centre in Chichester. This service utilises all the team's languages – Polish, Portuguese, Russian, Lithuanian, Ukrainian, Spanish and French.

Unfortunately, the sessions in Chichester and Selsey remain less popular, with the sessions in Bognor Regis CAB being very popular and running at their full capacity. Now that all members of the team have had the Gateway training, the sessions have become more productive and conducted to a more professional standard. All together we have helped 988 clients (327 of which were new clients), raising 1708 queries.

The team are also present at St. Martin's Day Centre on a monthly basis, with plans to further support Stonepillow in their service provision, as sadly the number of homeless migrants is growing.

Delivering information to migrant communities

The ECP continues updating newcomers and existing migrant residents of Arun and Chichester Districts and Crawley Borough on upcoming events, available services and local

issues. During the past year we published 5 issues of the Bulletin in 5 languages and delivered them to more than 50 organisations and individuals. Bulletins were distributed by a variety of methods: e-mail, ECP website, hand delivery and via post. More than 4150 hard copies were delivered to the key points.

During the past year the team has translated more than 70 documents produced by partner organisations for the benefit of all communities, resulting in 157 translations. This included the translation of the leaflets, letters and notices to inform residents about the changes in the waste disposal procedures, as set out by Arun District Council.

We have worked closely with the libraries to translate and deliver a message regarding accessibility and wide range of services offered by the libraries; the anti-bullying document promoting equality and tolerance was translated for Ford prison; and further translation work was done for Stonepillow to make their services accessible for the migrants.

The team was involved in the project to create a welcome folder in five languages for the new pupils at Connaught Primary School, where the members of the team worked alongside the children, translating the information and promoting cohesion at school. Other translations included: EAL welcome documents, Domestic Violence poster, Clockwalk project leaflet and other leaflets and posters advertising services provided by the partner agencies.

In the past 12 months, the ECP has continued to develop its website [www.arun.gov.uk/eep], to attract ever more visitors. Now that the Lithuanian page has gone live and has been developed thanks to the hard work of the new Lithuanian Community Worker, all the pages are functioning well, being continuously revised and updated, and now include photographs and feedback from the past events held by the ECP and partner agencies.

The team has revised and updated the English version of the Arun Welcome Pack, now hosted on the ECP website, with plans to update the translations into the 4 languages in the near future.

Active Learning

The Expanding Community Project has been chosen to participate in an initiative started this year by the Community Development Foundation (CDF), the leading source of community development expertise and delivery.

As part of the project involving 4 teams working with the migrant communities from different parts of UK, the ECP will get an opportunity to actively learn from the working practices in other regions of the country. The teams will meet 6 times to discuss the most pressing issues and important questions. Sharing our experiences will help the ECP gain knowledge from other practitioners and policy makers. Likewise, the information gathered by the CDF during the running of the initiative, is going to form an account of good practices used across the country to be considered at the national level.

Training

The ECP puts emphasis on training and development. The members of the team undertook the Gateway training with CAB, and continue to improve their competence through further training. The team has participated in the Mediation and conflict resolution training. A member of the team has attended a course “Making Posters and Leaflets for Marketing

Purposes”, making the Bulletin and publicity production easier for the team, and having undertaken training in Food Hygiene, two members of the team are now certified to work safely in the kitchen, which is very important when organising community events.

Another training success was the passing of the First Aid course by a member of the team, thus providing not only ECP but the whole of CVS-Arunwide with a qualified First Aider, making running events safer for everybody.

Bognor Health Trainers – Report 2009/2010

In April of 2009 the Bognor Health Trainer team moved into new premises at the Bersted Green Learning Centre on the Trees estate.

The beginning of May saw the start of a rapidly growing client base who were reached by localised door-to-door flyer drops and an extensive programme of events.

Events:

Over the year we have attended and organised a number of different events to promote the Health Trainer service, distribute information and sign up new clients. Amongst the most successful were:

- Maywood surgery information mornings. These two morning sessions aimed to raise the profile of the service among the patients and were very successful.
- The Tree House Family BBQ: Run as part of Arun Community Week this event was attended by hundreds of local residents. The Health Trainers ran a stall and over the course of the afternoon talked to lots of people promoting both the project and the learning centre.
- World Mental Health Week Healthy walk and lunch: Organised by the charity MIND this healthy walk and informal lunch gave us the opportunity to meet a number of mental health professionals and service users. Since attending this event we have had a number of referrals via the support workers.
- Health Trainers Christmas Information Morning: Over 2009 we met and worked with many people trying to lead healthier lifestyles. We recognise that the festive season can be a tricky time with so much food and drink about and this event was designed to provide plenty of tips for a healthy Christmas, including a selection of tasty, but healthy alternatives to traditional foods.

We have also regularly met with clients who would like to take part in healthy activities but don't really want to do them on their own. This event was an opportunity for current and past clients to meet and socialise with like-minded people. The event was a huge success with in excess of fifty people attending and a number of new clients coming on board.

Training:

- In July 2009 we completed our City and Guilds Level 3 Certificate for Health Trainers.

- In November 2009 we completed a distance learning course with Northbrook College and achieved our NCFE level 2 Certificate in Nutrition and Health.
- Tessa completed her Level 2 Intermediate Advisor Training for Smoking Cessation which has expanded the team's skills.
- Other training we have undertaken includes safeguarding children, motivational interviewing techniques, writing and producing a newsletter, basic first aid and self defence.

Future training opportunities include: specialist diabetes training and a shadow training which involves working with Health Trainers from a different area specialising in different people groups such as mental health, adults with learning difficulties, carers and rural communities.

Contacts:

We have met with a number of different groups and professionals this year including:

Staff teams from Maywood surgery, Bersted Green surgery, Norfolk Square surgery and West Meads surgery.

We have carried out a number of healthy eating talks to various groups at the local Children and family centres and also at two MENCAP residential homes and Frame of Mind (?). We have met with the Mental Health Advisors from the Mental Health Team and received client referrals from groups such as MIND.

Clients:

This year we have seen over 120 clients from the Bognor area. There have been a number of success stories, all of which involve people finding a better quality of health and wellbeing through making some simple changes.


Case Study

Here is a case study that highlights the successes of one client.

Like many of our clients, this young mother had struggled to lose weight after having a baby. She had made many previous attempts at dieting which were all initially successful until she hit a certain weight after which she would fail to lose any more. She was quite confident that she could lose weight, but the fear of hitting this "wall" when she reached that weight was a hurdle which needed to be overcome.

One of the most common tools that we use as health trainers is to ask our clients to complete a food diary showing everything that they eat and drink. Examination of her completed food diary indicated where she was possibly going wrong with her food choices and eating routine and enabled me to provide guidance on healthier options.

By following these recommendations she has managed to drop below the weight at which she had previously stalled, and with the additional help of a regular exercise programme has now lost over 1½ stone in weight and is feeling healthier, fitter and full of energy.



An unexpected bonus has been that her friends and family have been inspired by her success and are also benefitting from her experience as she is now passing on her healthy eating tips to them and they are also becoming healthier.

Littlehampton Health Trainers

Report 2009/2010

Littlehampton Health trainers have this year been continuing to work on promoting the service across the Eastern half of Arun. In May, Sylvia joined the team which brought the team back up to full strength. This has enabled us to maintain contacts with a large number of groups and organisations from the business, council and voluntary sector. We have worked with these organisations on a number of events in order to promote the Health Trainer service and spread the message of healthy choices and lifestyle change.

Our client numbers have grown slowly but surely, due to this consistent promotion and co-operation with our CVS partners. We are still below target figures but are confident that with continued effort and hopefully some promotion from within West Sussex NHS that we can definitely achieve these targets.

The promotions we have engaged in, include door to door leaflet drops in the local neighborhood improvement areas and distributing leaflet information to Doctor's Surgeries, Chemists, Community centres, public buildings, shops and information centres. Anywhere that will take them in fact. We run a weekly drop in at the Wickbourne Centre and have a regular stand within the Littlehampton Sainsbury's. Some of the events we have attended include:

- Men Included event working with CVS-Arunwide.
- Volunteers Week also a CVS-Arunwide event
- Dizzy Day working with the Diabetes community interest company
- Littlehampton Town Show
- CVS-Arunwide Health and Wellbeing Community Lunch
- Arun Tenants Day at the Civic Centre- We made and distributed healthy Smoothies to all.
- Arun Wellbeing Launch
- Littlehampton Job Centre- Another Smoothie day, these are extremely popular.
- Eat fit Keep Fit at ADC

Since the launch of the Arun Wellbeing team we have been working closely with them to jointly promote our projects and both teams are now benefitting from this new partnership.

The team has seen client numbers develop with people coming to see us on a range of health issues with weight loss being by far the most common. We have had some great successes with these clients and the vast majority have achieved their goals. I have attached a brief anonymous case study to give a small idea of what we do.

Health Trainers Case Study

'M' First came to Health Trainers for the reason most people do. She wanted to lose weight. At our original consultation she told me how she had battled with her weight for most of her life. Having tried Weight Watchers, Slimming World and numerous fad diets with varying success she was now heavier than ever and really quite depressed with the situation. We talked about what had worked for her in the past and how she had felt at the time.

As we talked during our next few meetings, details of M's personal life began to come out. She worked in a very stressful job which gave her no time to herself, even her lunch breaks were taken up by her boss, who scheduled meetings in "breaks" to save time. When she got home she had to prepare meals and do housework despite having grown up children. Food was her only source of comfort, but not healthy food, snacks of chocolate, crisps' and cake in place of meals.

Everyone at work relied heavily on M and she felt obliged to work extra hard to help them out. I pointed out that if she continued to do this at her own expense, her health would suffer. The food diary's I had asked her to keep pointed to a worryingly unsustainable diet. We agreed that she should talk to her boss about reclaiming her lunch break so that she had time to eat some "proper" food and even go for a short walk.

The next time I saw M, she was visibly happier. Her boss had agreed and after a few days of healthy walks and healthy food at lunchtime she felt refreshed enough to speak to her children about sharing the responsibilities at home. Suddenly she felt empowered to stand up for herself and had the confidence to value her own health and wellbeing enough to put it before the demands of others. She still would not weigh herself as her issues around food and self esteem were very deeply rooted. I suggested that she speak to her GP about seeking some counselling. She did this and are sessions ended with her looking and feeling much more confident about life.

Sometime later M called in to see me. She wanted to thank me for "saving her life". Her whole outlook had changed and she was working her way through all of her problems one at a time and slowly but surely was putting them right. She had also lost weight!

All I had done was point out that happiness and healthiness are in fact the very same thing!

