

Arun & Chichester VOICE

CVS-Arunwide and Voluntary and Community Action Chichester District • April 2011

The Census 2011 has arrived!



Questionnaires have been posted out on 4th March and the mailing continued through the first half of the month. Census Day was 27th March, but there is still time because the questionnaire must be completed by everyone. The information obtained from the census is vitally important as the census statistics feed into the allocation of

funding for local authorities and play a major part in identifying the need for local services in communities, such as health, education, policing and transport, so it is crucial the population estimate is as accurate as possible.

It is particularly important in identifying the most vulnerable and needy sectors of the community so that their requirements can be identified and resources planned.

The 2011 Census doesn't want anyone to fall behind so there are a wide range of help options available (such as language guidance booklets, large print format, Text Relay and census field staff on hand, as well as online help and telephone call centres) but many voluntary organisations will be in contact with those who have questions about the census itself or what exactly they have to do, or may have difficulty completing the whole

questionnaire on their own. To help those organisations and the people who work for them, the Office for National Statistics has provided the following guidance, so that they can respond to such questions.

- Frontline public service staff
- Care support workers, working in people's own homes or day centres
- Care support workers working in residential care establishments
- People caring for someone in the family or in their own home

There is also a one-pager which is useful for everyone as a quick reference point,

but should be used in conjunction with the more comprehensive guidance not instead of them. These documents can be found on the Voluntary and Community Action Chichester District website: www.vcacd.org.uk.

• If you have any questions about these or believe your organisation may be able to help by holding an event to which people can bring their questionnaires to get help to complete them please contact John Heaton, Census Area Manager - Arun, Chichester and Horsham by e-mail at j117@census.gov.uk or on 07801 331500.

"It is particularly important in identifying the most vulnerable and needy sectors of the community so that their requirements can be identified and resources planned."

Register and be ready to receive

A national awareness campaign is being launched by the online charity Giving World Online over the next few weeks which will benefit charities and community groups around the UK.

Giving World Online is a charity set up to offer a simple solution for companies with surplus goods to dispose of. They register with Giving World Online and publicise their goods onto charities and community groups who can access the items free of charge to support the people they work with.

Efforts are being focused on engaging more businesses to use Giving World Online to directly help community groups in their locality access surplus stock. Television giant Discovery

Networks UK are sponsoring a television advert to get the message out.

Now is the time for charities and community groups to register to be able to access those goods. As goods become available on the website, only those charities and community groups already registered will have immediate access.

Giving World Online director, Rama Bhalla, explained: "Often goods are snatched up as soon as we make them available online, which is great news for those already registered to receive but it means that others will miss out if they have still to register. By registering now, charities and community groups can be alerted as and when their desired items become available."

- www.givingworldonline.com



Council for Voluntary Service Arunwide latest news

Hilary Spencer, Chief Executive, CVS-Arunwide



Changes

Sharon and I are already feeling the loss of Jan and Helen as Community Link Workers, and I know many organisations and groups are going through similar

experiences so we sympathise. However we were pleased to have Paul Foreman on board as a consultant offering support and advice to our members in conjunction with VCACD. It was a huge gap to fill with the additional loss of the EESI Project but responses to this revised provision have been positive. There will be a further change in April when Victoria Sturdy will move into this role as Paul departs to work with Sarwat in Zimbabwe. We hope they appreciate their luck! Many of you will have met with Victoria in her role as an EESI Project worker and she will also be working with VCACD for an interim period.

Budget

For the first time our Board is likely to agree a deficit budget to ensure that we make best use of our resources to support Voluntary and Community Groups. To that end we are hoping to develop a pack for employees and pre retirement courses that de-bunks myths and encourages people to become trustees / leaders within groups and organisations. We are also meeting with small groups to find out what resources would help them best to recruit new members and / or volunteers. These initiatives emerged from the survey work with small groups last year which has very much guided our planning over the past few months.

Website

If you access information through our website you will know it's been moving around and changing over the last few months. Sharon has worked really hard to revise the site and many of you have offered useful comments. Please take the opportunity

to check it out now – www.cvs-arunwide.org.uk and let us know what you think!

Expanding Communities

The Expanding Communities team will be changing from the end of March. In Arun we will be retaining 3, 18 hour posts offering Polish, Russian and Lithuanian which means both Vanessa and Marta will be leaving us. Further cause for disappointment all of us will miss them and wish them well for the future. The team will no longer deliver 1-1 sessions offering signposting and support within the communities but will be available on the phone between 9 – 12 each day. They will also do some post Census 2011 follow up and support local work with the Rough Sleepers initiatives. Other work will depend entirely on additional funding.

I am however exploring a funding bid to increase engagement with the Eastern European Communities and encourage / support them into volunteering and other community activities. If your organisation is interested please let me know

Health Trainers

The current Health Trainer pilot will also end in September, both those based at CVS and those with Age UK. Currently we are not clear if this or another service will be commissioned or when, so it is again unsettling for those involved. We have enjoyed working with the team and believe they have become an important part of preventative provision in Arun.

B-Heard is gaining ground with more interest from organisations seeking to use Bersted Green Learning Centre and the 'repaint' of Chilgrove House almost complete thanks to the Community Re team. Eileen is looking forward to developing these resources in the best way in support of the local community.

A final best wishes from us all for Maureen – our finance officer, the end of her treatment is in sight and we're really looking forward to having her back!

Stonepillow 'Celebrating Local' updates:

The first two nights of our 'Celebrating Local' fundraisers have been a great success. The launch night comprised of 'Hakuna Pesa', the popular local band and DJ Otfloader, all tickets were sold out. The arts evening featured local artist Alan Davies, where the majority of tickets were sold and both events raised a substantial amount of money for Stonepillow.

Our next evening is the Performers' night on Saturday 26th March, there will be three acts, magician Nick Stein,

acoustic set from Alex Gillison & music from DJ Sean Linman with an entrance fee of £3.

'Celebrating Local' is an ongoing event, held every month, at Woodies Wine Bar, Chichester, with a performers evening on the last Saturday of each month and an arts evening on the first Thursday of each month (subject to the artist's exhibition)

Upcoming dates:

Saturday March 26th Nick Stein Magician, Alex Gillison Acoustic set & DJ Sean Linman

Saturday April 30th Rock band, Full

Throttle & DJ Sean Linman

Thursday May 5th, Book & Author night

Saturday June 25th Alex Gillison & DJ Otfloader

Saturday July 23rd Last letter Red & DJ Otfloader

Please visit our website for further news, stories and upcoming events www.stonepillow.org.uk.

Our next newsletter is in progress and will be available beginning of April, please contact us on admin@stonepillow.org.uk, if you would like to receive a copy.

Volunteer and Community Action Chichester District latest news



Kate Scales, Chief Officer, VCACD



The Big Society

The Big Society continues to be the big talking point with several national and local charities publicly questioning how they can deliver this agenda in the face of cuts.

Dame Elisabeth Hoodless, who is retiring from the Community Service Volunteers (CSV) after 36 years, said there was no “strategic plan”. The government’s spending cuts are “destroying” volunteering and undermining its “big society” vision. She has told the Times the “massive” council cuts would make it harder for people to do more in their communities. Ministers say they are creating new sources of funds for voluntary groups.

Dame Elizabeth suggests that ministers had misunderstood how much responsibility volunteers were willing to take on. She said volunteering should be introduced as part of national curriculum projects in schools and she backed a US idea that ties the funding of public bodies with the number of volunteers recruited. In the Times interview she says: “We know we need to save money, but there

are other ways of saving money without destroying the volunteer army.”

On the positive side we have been contacted by West Sussex County Council to work with them on a pilot project they are developing in South Chichester to explore new ways of working with communities at a very local level. We believe that the localism agenda is important and that communities should be empowered to make decisions but this needs to be resourced properly or it may only be the affluent areas who can take part.

Coming Soon....The Fundraising Hub

We are exciting to announce the establishment of The Fundraising Hub, a new project that is being set up by Voluntary and Community Action Chichester District, with support from The University of Chichester and funding from Chichester in Partnership.

The hub will have a paid fundraiser which local voluntary organisations can purchase a slice of their time to fundraise on their organisations behalf. A team of volunteers will also be trained in fundraising and these volunteer fundraisers will support the smaller voluntary led groups across the District.

For more information contact Kate Scales 01243 528615 kate.scales@vcacd.org.uk

Sharing Resources and Services

We are carrying out a piece of research

to look at whether we could share more services and resources between local voluntary and community organisations. We kept the questionnaire to six questions because we know you are always being asked to fill out surveys! The results will help us to support you, so we would be grateful if you could e-mail or post us your comments.

New Projects and initiatives

The Older Voice project is going from strength to strength, originally funded by the Media Trust’s Community Voices programme, we have now secured money from Lloyds TSB and Santander to establish computer clubs across Chichester District.

We are also pleased to be leading on a countywide project (funded by West Sussex County Council) to develop a website tool to encourage businesses and students to do bite-sized volunteering to support their local voluntary and community groups. The website will also promote good practice in corporate social responsibility. We will give you more information as this project develops.

“local charities publicly questioning how they can deliver this agenda in the face of cuts”

ILA’s Lend A Hand Care Service

The Independent Living Association (ILA) has recently launched the Lend a Hand Care Service which covers the area between Littlehampton and Shoreham. This is in addition to their existing Lend a Hand Domestic Help service which has also now been extended to cover the same area.

The aim for both services is to offer a high quality of service, responsive to the wide-ranging needs of customers. The new service seeks to provide support with personal care, meal preparation, shopping, social and leisure activities and a range of other flexible support.

How does it work?

The ILA will arrange to call you at your home to understand what you’d like Lend a Hand to do. During the call they will discuss your needs, when and how often you need support, and when you would like the service to start. They will also talk about how the ILA handles holidays, Christmas etc. and any other issues important to you. After that they will work out how much the service will cost and let you know as soon as possible after their visit.

All profits from Lend a Hand will be transferred to the ILA to help fund its charitable activities.

Please check their website for the further details. Phone: 01903 227813, E-mail: info@lendahand-ila.co.uk

Lend a hand website: www.lendahand-ila.co.uk

Arun Health Trainers - Busier than ever!

After a busier than expected Christmas period, the Arun Health Trainers are now seeing more clients than ever and working with numerous other organisations and projects to improve the health and wellbeing of residents across the district. Here's an update of what we've been up to so far this year.



Paul Ayling supporting the NHS Health Checks at the Arun Ideas Shop, Littlehampton (photograph reproduced by kind permission of the Littlehampton Gazette)

While the first two Christmas periods of the project saw a much reduced number of clients coming through the doors, Christmas 2010 saw us taking on new clients on a weekly basis. Jenny Holmes (Health Trainer Administrator) says 'having expected this period to follow the trend of previous years, we were amazed and thrilled at the steady stream of people who were enquiring about the service. This is a great illustration of the hard work that the team has put into promoting it and making people aware of how we can help them.'

The new year has seen us continuing to work with the many organisations that

we have previously linked up with, as well as forming new partnerships. We have been working very closely with the Arun Wellbeing Team and this partnership has seen great results, particularly in informing Doctors and their surgery staff about the two projects. Working together has enabled us to keep up a regular presence at team meetings which has seen an increase in the referral rates from both doctors and other staff such as practice nurses.

February and March also saw us supporting the NHS Health Checks to a greater extent than before. Previously these checks have taken place in Health

Centres and pharmacies but an outreach scheme to offer them in the community has allowed us to work with them much more. The free Health Checks were available at the Arun Ideas Shop, on Beach Road in Littlehampton, on Wednesdays and Thursdays throughout the two months and the Health Trainer team were on hand at all times to offer extra support and advice, and to sign people up for the service. 'Although slow at first, this scheme grew in popularity over the weeks, and the links formed between the two projects were invaluable to us, and we hope it was also to them!' says Paul Ayling (Health Trainer Team Leader.)

The team has also taken part in various events across the district such as the Arun Wellbeing Team's Wellbeing Days for the Arun Civic Centre and Bognor Regis Town Hall staff, the Hearty Walk in aid of The British Heart Foundation organised by Birthing Link, and the Bognor CAN wellbeing event, catchily-titled 'Bounce back and put a spring in your step'!

So even though we are only two months in, 2011 is looking to be a very busy year for the Arun Health Trainer team. Our main role of course is to see clients and help them to make healthy lifestyle changes.

- If you would like to make an appointment to see a Health Trainer or to find out more about the service, give us a ring on 01243 828783 (Bognor Regis) or 01903 724152 (Littlehampton), e-mail jh.brht@cvs-arunwide.org.uk or check out our brand new website at www.arunhealthtrainers.wordpress.com.

Support available for voluntary groups

A free service for voluntary groups, clubs and charities in Arun and Chichester Districts delivered by Voluntary and Community Action Chichester District and Council for Voluntary Service Arunwide

Advice on: Funding, Structure, Strategic planning, Developing your organisation, Meeting statutory requirements

Also, general advice and guidance on how to make your group more effective. Also, Detailed funding search for your group's specific needs

Since January 2011, for three months, a development advisor is available to guide and advise you.

- Send your request for assistance by e-mail to support@vcacd.org.uk or telephone 07824696591 and leave a message on the voice-mail.



Michelle Cowell at the 'Bounce Back and Put A Spring In Your Step' event



European Year of Volunteering 2011

The European Commission, the European Parliament and the Council of the European Union have officially announced that 2011 will be the European Year of Volunteering.

This is an exciting opportunity for voluntary organisations across the EU to join together in a celebration of volunteering, and a discussion on the importance of volunteering on a local, national and international level.

Volunteering England is working closely with other volunteering organisations and the Office for Civil Society (the UK's National Coordinating Body for the Year) to make sure that the Year represents a real opportunity to promote volunteering.

Objectives of the Year

The EU will use the Year to work towards four main objectives:

- To create an enabling and facilitating environment for volunteering in the EU
- To empower volunteer organisations and improve the quality of volunteering
- To reward and recognise volunteering activities
- To raise awareness of the value and importance of volunteering.

Who will benefit and how?

- The European Year of Volunteering 2011 will enable volunteers all over Europe to meet and learn about best practices in each European country
- Public authorities, volunteer organisations and businesses will learn more about volunteering and how to make it easier for people to contribute
- People who have never heard about volunteering will learn to appreciate what volunteers do and might become volunteers themselves one day.

New Support Services for West Sussex Direct Payments Recipients



Independent
LIVING ASSOCIATION

The Independent Living Association has been awarded a new contract by West Sussex County Council from 1st October 2010 for the provision of a West Sussex Direct Payments Support Service. We have been providing advice and support for a number of years to people considering or receiving direct payments and through close working with the County Council we hope that the new service will respond to the needs of people in West Sussex.

There are two distinct separate services for direct payments support:

1. Direct Payments Information and Advice Service

This service is for members of the general public and people already receiving a direct payment and will include:

- Advice on who might be able to receive direct payments
- Options for ways of managing and using direct payments
- Information on how direct payments work and what type of responsibilities go with them
- Information and advice for existing direct payment customers, including those who employ assistants

2. Personal Assistants Engagement Support Service

This is a service dedicated to providing advice and support to assist an individual in engaging a personal assistant (PA) and includes:

- Support to develop people's ability and confidence to engage PAs within timescales suitable for that person, up to a maximum of one year
- Training and support to ensure PA employers know how to be good employers including:
 - Tailored documents to help with the recruitment process
 - Workshops
 - Training programmes
 - Peer support groups
 - One to one support from an adviser

The ILA would be happy to co-work with community organisations and groups to promote further awareness of direct payments and the options for independent living using personal budgets. If you would like a member of staff to attend your group or organisational meeting to give a short talk on any aspect of our services or direct payments in general, please contact our office for availability:

Our service hours are: Monday to Friday 8am until 6pm

Our new telephone number is: 08456 0123 99

- For more information contact: Inge Reynolds, Quality and Customer Engagement, Independent Living Association, Southfield House, 11 Liverpool Gardens, Worthing, BN11 1RY

E-mail: inge.reynolds@ilawestsussex.org. Website: www.ilawestsussex.org.

Diary Dates for Community Lunches in 2011

Voluntary & Community Action Chichester District holds a number of Community Lunches throughout the year. It is a chance to get together, and have some lunch while discussing a wide range of interesting and important topics and offering support and advice.

Please don't miss out and note these dates in your diary today!

Wednesday 1st June in Selsey

Monday 12th September in Petworth

Monday 5th December in Chichester

Venues to be confirmed nearer the time. Contact us for more information

Gina Watson awarded with MBE for service to community

Since the announcement in the New Year Honours list congratulations have been pouring in to Gina's home in Rustington. Although suffering long term ill health Gina has given many hours to serve her local Community. As a long standing volunteer with Social Services she worked closely with the Volunteer Liaison and Development Officer and undertook a variety of different tasks including transporting of frail elderly people, children and families.



She also worked with Arun Care for many years and enjoyed this a great deal. Gina volunteered with Arun CVS (as it was in those days) and her input was invaluable. She was full of enthusiasm and fun and seemed tireless in her commitment.

Her work with Arun Co-ordinated Community Transport made her well known by many in the area and she was a popular and cheerful asset to their pool of drivers. She gave over 2,000 hours to this project but sadly ill health forced retirement.

Although virtually housebound and on oxygen 24 hours a day, Gina found a new role as the Bookings Secretary with East Preston and Kingston Village Hall where she was a key person in the running of the hall. She was extremely popular with user groups and she ensured the best possible service was given to those booking the hall. It was with great sadness that she left in 2010 after five years in this role.

A founder Board member of the Board of Dove Lodge Littlehampton, Gina continues in this role and her input is much welcomed.

Dove Lodge is looking forward to hosting a reception in the near future for Gina, her family and members of the organisations she has worked with. We are waiting to hear when she will go to Buckingham Palace, as after that she will have the opportunity to show off her "gong" to us.

The future of the Expanding Communities Project

With effect from 1st April 2011 there will be three eighteen hour posts (for one additional year) to cover for Polish, Lithuanian and Russian (re Latvian).

The Portuguese post will come to an end.

Unfortunately due to the Expanding Communities Project only receiving funding from Arun District Council, the work from the team will be very limited.

ECP will be able to assist local service providers only on occasions of emergencies, but this is also dependant on the team's workload at that time as Arun District Council will take priority.

Should you have any proposals or ideas regarding our future cooperation, please contact Hilary Spencer (chief executive – CVS-Arunwide) on 01243 840 305.

We thank you for all your support.

From all at the Expanding Communities Project

(Vanessa Palito, Iryna Smith, Marta Polarczyk, Katrina Middleton and Edita Karnil)

The bigger picture, arts, crafts, health and wellbeing

With over 49,000 voluntary or amateur arts and crafts groups in England, the likelihood of local support and development organisations receiving requests for help and assistance from the voluntary art sector is pretty strong.

Because arts and crafts groups meet primarily for enjoyment, some funders may see them differently to community groups with a more obvious social and community benefit. Luckily, help is at hand in the form of Voluntary Arts England, the development agency for the voluntary arts sector. Signposting your members to Voluntary Arts England means they can receive specialist arts support that complements the local support you provide.

As the development agency for voluntary and amateur arts, some of the work of Voluntary Arts England is concerned with lobbying government to maintain a healthy operating environment that allows the sector to flourish. In many cases it is recognition that's important. In many communities it represents the only low-cost cultural provision and building relationships with local authority and

community groups is necessary to develop membership numbers and activities.

In addition to lobbying, Voluntary Arts England provides quality information in the form of e-newsletters, briefing documents and a website that is constantly updated. One of the best ways of supporting a local arts or crafts group is to signpost them to our website, www.vaengland.org.uk where they can sign up to a free weekly newsletter. All the resources are free and downloadable. There are over 135 in depth briefing documents on subjects ranging from fundraising to governance, working with volunteers to the latest developments in web technology <http://bit.ly/dCYzOb>. The site also hosts a forum and the e-newsletter carries details of events, news, job and volunteer opportunities, all free of charge, and posted by groups. Membership is also free.

Voluntary Arts England is able to add specialist knowledge to the advice you give at a local level, so please refer groups to www.vaengland.org.uk, info@vaengland.org.uk or phone 0191 230 4464.

Mary Lowe, England Co-ordinator at Voluntary Arts England

Fundraising and the Internet

Paul Webster, NAVCA's Regional ICT Champions Support Officer, outlines how new technology can support traditional fundraising methods. Mark Walker, South East ICT Champion supplies a case-study.

Many organisations that you support will be looking to diversify their funding sources and investigate different ways to raise funds. Some organisations may wish to revisit more traditional methods of raising small amounts of money from a lot of people. The internet provides new opportunities for this way of raising funds. This article explains some of the things that organisations that you are helping will need to think about if they want to use electronic resources to raise money online.

Raising funds online

Online fundraising is often considered the preserve of large national charities such as Comic Relief but as more and more people are willing to donate or spend money online there are opportunities for charities and causes of all sizes. Web-based fundraising can help you:

- Raise awareness of what you do, how you do it and your latest successes;
- Process donations by credit card or PayPal, 24 hours a day;
- Recruit supporters and volunteers, and share success stories with funders and other supporters.

Get a website that works

Websites act a showcase for organisations' work so they are vital for any fundraising strategy. It is important that organisations don't get stuck with a website they can't update. It is also important that they are accurate, up-to-date and well-presented. If organisations are starting a new appeal or launching a new project, try using a FREE site at wordpress.com to post news, show pictures and videos of your work and ask for donations. For larger projects contact www.IT4Communities.org.uk to find a volunteer that can help.

Tell your stories online

Organisations know the stories that inspire people to support their cause, so they should share them as widely as possible through the web. It is relatively easy for organisations to make videos without specialist equipment and then post them on YouTube and embed the video on their website. They can then promote them by sending e-mails and posting links on Facebook or Twitter.

Unless the cause prevents it, organisations should put beneficiaries centre stage, telling their own stories and explaining your role in their lives. Do the same with funders and volunteers to inspire others to help.

Take money online

A large proportion of the population is now happy to spend money online, so make sure you're ready to receive it and use an online payment system to take funds and add Gift Aid (for registered charities). The top three services charge different fees, so it is important that organisations make sure that they will be receiving enough funds to cover the set up and running costs: Justgiving - www.justgiving.com, Bmycharity - www.bmycharity.com, and Virgin Money Giving - uk.virginmoneygiving.com. Charities Aid Foundation offers online giving and text-based donations at www.cafonline.org. These websites can be linked to Facebook giving greater visibility.

Fundraising services The Paypal 'Donate' button and schemes like www.everyclick.co.uk earn you money every time a supporter uses their search engine or shops using their portal. Anecdotal evidence is that most organisations find only a very small proportion of supporters change their search engine so, unless organisations have thousands of supporters, they are not likely to earn much from it. If you do go with these schemes always read the small print as the entire donation won't go to your cause - EveryClick donates 50% of its revenue to charity.

An amazing example

One charity taking this route is Amaze. It provides support to parents, carers and their families in Brighton and Hove who have children with disabilities and special needs, as well as using knowledge developed locally to deliver training in parent participation and resilience nationally. Nicky Bagilhole works to help achieve their funding targets as well as prepare for harder times ahead. "I still have to do a lot of bid-writing," she explains, "which I'm sure would be familiar to anyone with any experience of fundraising in recent years. What I'm also doing, however, is focusing on new

fundraising avenues which appeal to the wider public and can generate unrestricted funding."

Amaze is using video on its website (www.amazebrighton.org.uk) to bring its work to life, build a worldwide profile online, share knowledge amongst its service users and accept donations.

Joanna Martindale, Interim Director at Amaze, underlines the need to look beyond the cash being raised to see how to build a name. "Amaze needs to create a recognisable brand in order to succeed in events fundraising," she says. "You may be able to draft fantastic funding bids and know the difference between outputs and outcomes, but can you grow a database of people who believe in what you do enough to give you their hard earned cash? We hear about the need to prepare for procurement and consider social enterprise, but do we also have to re-learn good old-fashioned fundraising skills to generate small amounts of help from large numbers of people? The difference is this time the fundraising is being done on-line."

- Contact: Paul Webster T: 0114 289 3977 E: paul.webster@navca.org.uk W: www.navca.org.uk

New home for Carers Support Service Regis, Chichester and Rural

After ten years at 60a North Street, Chichester, the Carers Support Service has relocated to new premises. Still in the heart of Chichester the team is now all together on one floor.

From March we will be running monthly information drop-in sessions for carers. These will take place on the last Thursday of the month from 10am until 12pm.

Our main telephone number remains unchanged 01243 537011

Our new details are as follows:

Emotional Support: 01243 789385/789746

Mental Health Carers Support: 01243 790406

New Address: First Floor, 1-2 St Pancras, Chichester PO19 7SJ

E-learning website KnowHow Non-profit launch 'How-to' guide micro-volunteering platform

The purpose of 'How-to' guides, launched 7th February 2011, is that anyone interested in the voluntary sector can share their knowledge by writing a guide or learn by guides contributed by others. The platform provides a new free support tool for charities during a time when resources are stretched. Writers do not have to be experts; contributors should think of themselves as micro-volunteers giving their time and experience to share useful ideas to help others in the voluntary sector.

It is the first of its kind in the voluntary sector and responds to the Government's Green Giving Paper calling for technology to enable micro-volunteering. The platform has already been populated with a number of guides including; how to create podcasts, how to demonstrate impact and how to work with local media.

Linden Muirhead, Head of Operations at KnowHow Non Profit said it is an "exciting development in the future of online volunteering in Civil Society."

Visit the 'How-to' guide platform at www.knowhownonprofit.org/how-to and share your knowledge or discover best practice from across the voluntary sector.

Leading e-learning charity KnowHow NonProfit is funded by the Big Lottery Fund and aims to improve the efficiency of non profit organisations by increasing knowledge and skills of people working in the voluntary sector.

Damien Clarkson, Marketing and Communications Manager

KnowHow NonProfit
Centre for Charity Effectiveness at Cass Business School
1st floor
24 Chiswell Street
London, EC1Y 4UE
020 7040 5178

www.knowhownonprofit.org

Follow us on Twitter: twitter.com/knowhownonprofit
Become a fan of KnowHow on Facebook: bit.ly/60m1d3

Time Banking Arun.... time to give and take!

Time Banking Arun is a new and exciting initiative supported by Arun Volunteer Centre, the Council for Voluntary Services -Arunwide (CVS-A) and Time Banking UK. We frequently hear about volunteering but it can be difficult to find out what is available and where to go for information. Time Banking Arun aims to connect people with their communities and interest groups - introducing people to volunteering so both they as individuals and their communities benefit.

What is Time Banking? Time banking is based on the simple principle that for every hour of time a person contributes to help another; they receive the equivalent in time credits. These time credits are stored and then exchanged for services when needed from others.

For example - if you help someone for an hour decorating their home, you can 'buy' an hour of someone helping you - let's say - cutting your grass. It's that simple! And it works for any service or talent you can offer.

A local Timebank is run by a Time Broker who is responsible for co-ordinating member sign up, inputting their details and the services offered, arranging the time exchanges and allocating credits and debits. This is a demanding, very

rewarding and enjoyable role but brokers will be offered plenty of support from both the CVS-A and Time Banking UK.

At the moment there are no fully established time banks within the Arun area. Time Banking Arun aims to assist and support individuals, organisations and community groups to set up and run their own time bank.

- If you would like to set up a time bank, join a time bank or would simply like more information about Time Banking Arun, please E-mail: admin@cvs-arunwide.org.uk or avc@cvs-arunwide.org.uk or ring 01243 840305/01903 731223.

For more information about Time Banking UK please go to www.timebanking.org

Have you found a charity friend yet?

New research suggests that collaboration between small charities can improve the quality of service charities provide for their beneficiaries.

The Charity Commission surveyed charities with annual incomes of less than £250,000 about their experience of working with others. The research revealed that many small charities collaborate informally, for instance by sharing information and advice.

It also found that:

- 45% of small charities had worked with at least one other charity over the past two years.

- 84% of charities that had collaborated said it had brought benefits, such as improving their services, enhancing their reputation, making cost savings and gaining better access to funding opportunities.

- One of the key drivers to collaboration was the presence and availability of other charities in the local area and a key success factor was the quality of relationships before the collaboration was even embarked upon. This suggests networking locally is a good way to meet potential charity partners.

- Of those charities that hadn't collaborated, 34% said it was because they didn't know of any appropriate partners and 30% said it was because they had never been approached by other charities.

The Commission is now advising smaller charities to get in touch with others working in their area to consider how they might benefit from working together. Finding a friend could help your charity become more effective, more clued-in and better resourced. To read the full report of the survey, entitled Strength in Numbers, go to our website:

- www.charitycommission.gov.uk/publications/rs24.aspx

Disadvantaged communities get a voice through digital media

Kim Townsend, Community Outreach Manager, Media Trust, shows how digital media can give a voice to disadvantaged communities.

How easy is it to find your voice and get it heard? For many people, navigating our ever changing and fast moving media landscape to highlight issues that are important to them and engage audiences can be very difficult. However it doesn't have to be. This article highlights how disadvantaged and isolated communities have used digital media to make their voice heard. They have been supported by Media Trust's Community Voices project and local organisations (including a NAVCA member). There can be amazing results when communities are empowered to help themselves with the advice and support of local media professionals and support providers. These three examples demonstrate how digital media could make a difference to your local communities and organisations.

Club Soda

In Croydon a group of adults with learning disabilities are running their own arts enterprise, Club Soda, in order to face the challenges of exclusion and isolation. Having completed 24 weeks of media training they are now able to promote social events for the community through film and online. Their first documentary What is Club Soda? was screened to a packed out audience in the cinema at Croydon Clocktower in December.

Getting their voice heard on such a large scale was an amazing experience. Caroline from the group explained "the idea that anyone can use simple technology and make a film and then see it on the screen in a cinema is great!" It has also helped the community to overcome stereotypes "people don't expect those with learning disabilities to have a talent, but everyone has a talent and this is our chance to show that", said Chrissie from the Club Soda Media Crew

Supporting older people in Chichester

Meanwhile in Chichester, which has the highest percentage of people of pensionable age anywhere in the country, Voluntary and Community Action Chichester District noticed there was a need for older people to be supported to get online and use technology. They have started running regular training courses across the area in how to get online, use a mobile phone, and take and upload digital photographs.

The courses are held in accessible venues such as sheltered housing and community centres and cover all the basics needed to communicate digitally.

Ray went on the Get Connected course;

"e-mail was the key today. I was starting to feel left out relying on letters and phones, now the next step is to buy a computer". The Manage Your Mobile course is also helping people to keep in touch with their friends and families. Pam said "I've got a son living on the Isle of Wight so it will be nice to surprise him with a text...it brings everyone together doesn't it?"

Hidden Homeless

A group of homeless people in Bradford are seeking to tackle the loneliness, despair, social isolation, and vulnerability that can come with homelessness. They aim to address the issue of hidden homelessness and combat stereotypes and negative stigma from mainstream society.

Digital technology has enabled the group to get their message across and develop new skills. Artworks, a local arts organisation showed them how to use digital imaging technology and they have used the skills they learnt to design and produce hard-hitting images intended to challenge people's perceptions. These have been displayed on billboards across Bradford.

Their hopes for the billboards are clear. Toni from Hidden Homeless says "I hope people won't look down straight away at homeless people, they'll stop and think what's the reason behind it". And even being part of the project has had a massive impact on members of the group. Andrew explains "It's been a remarkable year for me. I started the year homeless, and now I've got so many projects going on. It's just all been about the journey really".

Community Voices

The stories above are just three examples of how Media Trust's Community Voices

project has supported people from disadvantaged and isolated communities to make their voice heard. We are supporting communities with funding, skills-based mentoring, training, and resources to develop their own media projects that will give them a voice and make a meaningful difference to their lives. All of the community groups we are working with have identified their needs and have come up with their own ideas for digital media projects to address the issues that they face.

These and many more projects across the country are all showing that you don't need to be an expert, undertake years of training, or have expensive equipment to have a voice through digital media. What's more media is an incredibly powerful way of making a difference to your community.

For details and links to all the supported projects see the map on the Community Voices page at www.mediatrust.org/community-voices. If you would like advice, mentoring, resources, or training in order to run your own media project, e-mail communityvoices@mediatrust.org

• Contact: Kim Townsend T: 020 7871 5600 E: communityvoices@mediatrust.org W: www.mediatrust.org

Volunteer Parent Support Project

Do you know of any Volunteers who would be suitable for this opportunity? Please forward to colleagues who may know of the perfect volunteers in Bognor Regis Bognor CAN is running free of charge volunteers parenting support training for volunteers who would like to and can support parents who are struggling with their children between the ages of 10 to 13 years of age.

The volunteers will be skilled to provide very early intervention support and this support will be provided outside of the family's home on neutral territory. Due to the sensitivity of the project, we are offering places to people who are referred by agencies only who feel a candidate would have the attributes to fulfil the role of parent supporters. The training will be provided by Parenting UK.

United Response Call to action on DLA mobility component cut

United Response, the national charity that supports people with learning disabilities, mental health needs and physical disabilities calls on the government to look again at the cut in DLA.

The recent Comprehensive Spending Review outlined the Government's financial plans for the next 4 years, which included their plans to reduce public spending. While there are many cuts that we are concerned about, and will be monitoring, one in particular seems to have been decided without full consideration of the facts. This is the removal of the Disability Living Allowance (DLA) mobility component from disabled people living in residential care.

The removal of this funding will mean a severe loss of independence to people we support who rely on these DLA payments to pay for individual transport to access the community, attend routine medical appointments, go to work, volunteer, or visit family and friends.

Like other disability organisations – such as Scope, Mencap, and Leonard Cheshire Disability - as well as some MPs and peers, we have spoken out against this cut. Now we want to give people we support, families and carers the chance to do the

same – and to make your voice heard. The more people speak out against this proposal, the more likely the Government is to listen and – we hope – reconsider.

Click tinyurl.com/4p39s9m to find an outline letter for you to send to your local MP, which asks them to urge the Government to reconsider the cut to DLA. We recommend that you edit the letter to include your own story and experience, if possible, to set out what the loss of DLA mobility will mean to you, as that will make it much more powerful.

You can find out who your local MP is on the TheyWorkForYou.com website. Don't forget to include your full name and postal address in your letter so your MP can reply to you.

Jaime Gill, Head of Press and Public affairs.

- Please let us know if you receive a response from your MP. The campaigns team can be contacted via alexis.camble@unitedresponse.org.uk.

“The removal of this funding will mean a severe loss of independence to people we support”

The Launch of AskDES Kids

AskDES Kids is an extension of the already popular AskDES service run by Voice for Disability. AskDES offers you the opportunity to buy and sell second hand disability equipment, through a dedicated website - www.askdes.org.uk. You can also call us on 01 903 244 457 for up-to-date listings of items for sale if you do not have a computer.

The existing AskDES Service enables you to buy and sell a wide range of specialist disability equipment at an affordable price. AskDES helps nearly 240 people buy and sell items each year. We recognised the fact that there is a definite need to provide a similar service for children. Parents often find that items are often outgrown rather than outworn and the cost of new items can be prohibitively expensive. We are now developing AskDES so there is a widely-used specific section for children's and young people's equipment.

AskDES relies on people being aware of the service and advertising items for sale through it. The more people who advertise on the website, the more useful and widely-used it becomes. This means more and more people will be able to buy items which can help make life that little bit easier for children with specialist requirements. Roland Higgins says 'Making people aware of the service is so important. AskDES has joined up with the Wellspring magazine to reach out to parents and carers and young disabled people. We ask that if any of you know parents, carers of disabled children or young disabled people please do tell them about this new service.' WSAD volunteer Denise, who runs AskDES says, "AskDES works so well because it is a niche service, linking up specialist equipment with people who will really benefit from it. It also saves useful items, like wheelchairs, from being disposed of in landfill. It is shocking how many people think this is the only option for used disability equipment which could really make a difference to someone's quality of life."

- If you have any items you wish to sell, or you want to find out more about what items are currently for sale via AskDES Kids, call 01 903 244 457 or e-mail info@wsad.org.uk.

You can also visit the website www.askdes.org.uk or pop into the offices at 7 St John's Parade, Alinora Crescent, Goring-by-Sea, West Sussex BN12 4HJ

Online help and information for small charities

Can your charity buy or rent property? How should you organise votes at board-level? What should you do when your charity grows? These are some of the common questions and issues faced by trustees of small charities. The Commission wants to help trustees find answers to their questions quickly and easily. That is why we have developed a new section of our website dedicated to advice and guidance for charities with small incomes.

The new pages provide trustees with basic information about:

- Starting, running or winding down a small charity
- Finding trustees
- Registering with the Commission
- Accounting and reporting
- Holding meetings and voting
- Dealing with property

The section also explains where trustees can go for more detailed guidance often through links to other sections of our website. You can find the small charities web pages here:

www.charitycommission.gov.uk/Charity_requirements_guidance/Specialist_guidance/Small_charities/default.aspx

Volunteering in the Chichester District ●●●●●

Carol Allen, Chichester and District Volunteer Centre

What Have You Done Today To Make You Feel Proud?

So says Heather Small of M People..... and at this moment in time as Volunteer Coordinator of Chichester Volunteer Centre (and formerly what was Bognor Volunteer Centre) having now completed 10 years of organising volunteers in the Chichester and Arun areas I feel proud! It is important to acknowledge our achievements and those of others to unleash that feeling of being part of something, having provided an element and the feeling of worth!

Hundreds and hundreds of volunteers have shown their interest over the years in volunteering in their community, been referred and placed, adding to services provided by Charities, community and voluntary groups, working together and forming links creating a huge unseen web of support within these two local Districts. Other volunteers have assisted in creating projects which extend the possibilities for people with a disability (e.g. swimming or bowling), improving the safety for vulnerable people in their street by lobbying and developing "street furniture", developing a local car share, recognizing and promoting activities for siblings of children with Downs Syndrome, formed young people's social responsibility groups – to name a few. The list and diversity is huge.

As you may be aware, Volunteers fill weighty, creditable roles as Trustees of Charities, hold positions of responsibility

in the justice system, provide victim or witness support and neighbourhood watch, join forums or serve on huge regional panels, become decision-making Councillors or School Governors. In the Chichester District Council area, as an alternative to these roles, Volunteers can, for example, assist with literacy and numeracy, add to the health and wellbeing of people who incur a stroke, MS, MND or other major illness, or brain acquired injury. Others "make people feel at home", meet and greet the public in various venues, set up radios or computers for people with visual impairment, assist with gardening or other practical tasks, take people to hospital, dental or other appointments.

I could go on and on just as the Volunteers go on and on, often coming back to our Volunteering services to take on another volunteer position. Every age group makes contact from school children to graduates, parents and non-parents, to the retired and grandparents (even great grandparents). It is all part of a big jigsaw of skills, knowledge or experience which fits together to provide a whole, from the tiniest job in the office, which could be putting on stamps, to the Chair of the Executive Committee there is a place for everyone if it is researched, assessed, monitored, supported and maintained – it is not just signposting! West Sussex Volunteer Centres work to the standards of Volunteer England creating a professional uniform approach to the service offered. Now that is something

for everybody to be proud of – volunteers and staff.

Vacancies

Trustee wanted for Home-Start Chichester to join this team that manages assistance for families that need help in the local community. Also volunteers to be trained to be be-frienders.

Cooks wanted to help prepare meals at the local Homeless organisation – Stonepillow – 1 or 2 evenings per month. Volunteer Buddies also required.

Help wanted at support project of MIND in Midhurst assisting with tasks or supporting people who attend one of the many activities.

Volunteers wanted to assist with making consumers feel comfortable in the premises of **Chichester Counselling Services** whilst helping with minor administrative and/or financial requirements.

Information and education Volunteers needed to show the public the finds, films and facts at **Chichester Planetarium**. Induction given.

- For details of any of the above vacancies – please contact Carol Allen, Coordinator, Chichester and District Volunteer Centre, 60a North Street, Chichester, PO19 1NB, Telephone 01243 532765 or e-mail Volcentre@vcacd.org.uk, call at our Drop-in on Tuesdays between 10a.m. and 2p.m. (no appointment needed) held at New Park Community Information Centre, New Park Road Chichester.

Littlehampton vacancies (continued)

Warehouse Assistant - We need help in the warehouse at our Restore Project in Rustington. This is a furniture re-use project that restores donated furniture and sells on to people on low incomes. We need people to move the many items of furniture around the warehouse and other warehouse duties. Will need to be in good health and be willing to move heavy and large items.

Volunteer Trustee Secretary - Arun Sunshine Group - In order to continue with our charitable status we desperately need to recruit a new volunteer Trustee Secretary. The role of the secretary is to support the chair by ensuring the smooth functioning of the board. Tasks will include the following: Preparing agendas, making arrangements for meetings, preparing agendas and circulating them and any supporting papers in good time, receiving agenda items from other trustees/staff, minuting the meetings and circulating the draft minutes to all trustees. The Board meets for approximately 1 hour 4 times

per year on a Sunday afternoon in Littlehampton although some time will be required in preparation for and after of the meetings. .

Bognor Regis vacancies (continued)

Assistant Committee Secretary - International Bognor Birdman Assistant Secretary needed to help deal with correspondence, taking minutes as required, booking in the applications from the flyers, seeing to the forms and certificates for the flyers on the event days. Should be computer literate, diplomatic and enthusiastic. Time required is flexible but the Committee meets on average once per month.

Treasurer - International Bognor Birdman - Treasurer required to take over the financial management of this prestigious event. Duties include, keeping accounts, managing expenses and inputs and ensuring prudent economical financial management. Skills required, good at book keeping, diplomacy, good fundraiser.

Arun Volunteer Centre

Coordinator: Derek Moore MBE Bognor Regis Office: tel 01243 864220 Littlehampton Office: tel 01903 731223

Littlehampton vacancies

Stonepillow - We offer shelter, information and support to empower homeless and vulnerable individuals to make positive changes in their lives. We offer the following opportunities:

Admin Assistant (Restore Project) - We would love some help with our admin at the Restore Project at our Rustington Centre. This is a furniture re-use project that restores donated items of furniture and sells on to people on low incomes. We need someone to help with general admin tasks such as dealing with post, invoices, returning phone calls to people wishing to donate furniture and letter writing. Will need basic office based skills (IT, filing, photocopying etc).

Gardeners - Do you enjoy gardening? We are looking for gardeners for our night shelter in Chichester and our Young Persons housing project in Littlehampton to do some weeding, mow the grass, maintain compost heaps, trim hedges etc. You will need to have basic gardening skills and lots of enthusiasm.

Maintenance Person - Do you enjoy a bit of DIY? We are looking for a handy person to help with simple maintenance

Bognor Regis Vacancies

Leonard Cheshire Disability - We campaign for change and provide innovative services that give disabled people the opportunity to live life their way. We want people to change the way they see disability - to think and act differently to make a positive difference to the lives of disabled people. We have the following opportunities on offer:

Befriender - Super Trooper Scheme - Be part of our Super Trooper Team. Anytime you can spare, even 1 hour a week can make all the difference to people who feel isolated and lonely. The role of a Befriender can be one of many things. Supporting people in their home, helping with meals, form filling and correspondence, reading, companionship, social outings, help with shopping, going out for walks, assisting with fitness activities. Full training given and travel expenses paid. You will have the full support and be in direct contact with your Volunteer Co-ordinator.

Fundraising and Events Helpers in the Community - We are looking for volunteers to help raise funds and organise events. Whatever level of responsibility you are looking for, whether it be fundraising locally or helping at events, we will find a post for you. We welcome people to bring new ideas, their skills and

tasks in the 3 houses of our Young Persons housing project in Littlehampton, Tasks would include painting, putting up shelves and notice boards etc. Basic DIY skills and enthusiasm required.

Project Worker - The Young Persons Service provides support and accommodation to young asylum seekers and indigenous young people in three houses in Littlehampton. We need volunteers to accompany young people to appointments and to provide cover for the office when required. A full induction will be provided. You will need basic office skills, be a car driver and have good communication skills and enthusiasm.

Van Driver - We need a van driver at our Restore Project in Rustington to collect and deliver items of furniture. This is a furniture re-use project that restores donated furniture and sells on to people on low incomes. Will need to hold a driving licence and be over 25 years old with no more than 3 points on licence. Be in good health, willing to move heavy and large items of furniture.

experiences to enhance this team. Our volunteers will be trained and given full support from the Volunteer Co-ordinator, who you will be able to contact at most times of the day. Travel and other expenses are paid.

Fundraising Manager - We are looking for a Fundraising Manager to cover the West Sussex area. We would like someone to help set up a fundraising team who can help raise funds and awareness for our Charity. If you are self motivated, enthusiastic, can work on your own initiative and want to help improve the lives of people in the community, we would be very keen to hear from you. You will have the help and support of your local Volunteer Co-ordinator and the Central Fundraising Team.

Assistant Chair - International Bognor Birdman - Assistant Chair required to help with the general management of this prestigious event. Duties include, taking meetings in the absence of the Chair (monthly 2 hours), guiding members in making decisions, dealing with insurance and representing IBBL with press etc. Skills required, good manager, pleasant but controlling.

Littlehampton/Bognor vacancies continued p.11

**CVS-Arunwide
Littlehampton office**
Dove Lodge,
49 Beach Road
Littlehampton
BN17 5JG
Telephone: 01903 726228
www.cvs-arunwide.org.uk

**CVS-Arunwide
Bognor Regis office**
Town Hall
Clarence Road
Bognor Regis
PO21 1LD
Telephone: 01243 840305
E-mail: chief.exec@cvs-arunwide.org.uk

**Voluntary and Community Action
Chichester District**
60a North Street, Chichester
PO19 1NB
Tel: 01243 528615
Fax 01243 528615
E-mail: admin@vcacd.org.uk
www.vcacd.org.uk

- Edited and designed by Andrew McHale and published by CVS-Arunwide and Voluntary and Community Action Chichester District
- We invite contributions which may be of interest to the voluntary sector. Pressure of space may necessitate the editing of some material
- Views expressed in the Voice do not necessarily reflect those of CVSA or VCACD
- Printed by Dragonfly Design and Print. Tel: 01243 866060 • Copy for the next issue should be received by 20 May 2011