

Working for a  
**stronger  
voluntary** and  
**community**  
sector in  
Warwickshire



**10**  
**YEARS**  
2008 - 2018

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Annual Review  
**2017/18**

Strengthening Warwickshire



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10  
YEARS  
2008 - 2018



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## Our Vision

A thriving and well-resourced voluntary and community sector throughout Warwickshire that meets community needs and provides an excellent experience for all.

## Our Mission

Warwickshire CAVA promotes, develops and supports a vibrant voluntary and community sector to enable local people to shape and influence their communities.

## Our Strapline

*'Strengthening Warwickshire'*

## Key Achievements 2017-18

- Overall, **567** unique organisations have received support on **1,058** specific activities.
- Supported over **£3.2 million** worth of funding applications.
- 932** individuals have accessed our volunteering services.
- Economic value of volunteering equates to **£618,436** a year.
- We organised **109** events and contributed to **160** others reaching well over **7,760** people.

# Joint message from our Chair and Chief Executive

We can't really believe that it has been over 10 years since the establishment of Warwickshire CAVA. The original 'Shadow Board' established itself adopting a collective vision of Council for Voluntary Service and Volunteer Centre organisations to establish a strong and resilient infrastructure organisation for the county. Since then, we have successfully established ourselves as the single point of access for high quality infrastructure support for all volunteers, charities, organisations and groups across Warwickshire.

The move to the original merger and our partnerships and mergers since have all been driven by the aim of sustaining high quality infrastructure support for the voluntary and community sector across Warwickshire. Protecting and championing a locality approach to providing support to our sector across Warwickshire enables us to support a wide range of diverse organisations, groups and volunteers across the county.

We wish to thank all of the current and past trustees, staff, volunteers, Funders, allies and supporters who have all helped Warwickshire CAVA to establish, achieve and thrive whilst supporting our members to do exactly the same.

A summary and snapshot of our achievements and impact over the past ten years are referenced within this year's annual report which is also a celebration of the past decade. This year the voices of our members and beneficiaries are being heard louder than ever with them taking centre-stage to tell their stories of how our support has helped them achieve impact within local communities.

Here's to the next 10 years!

Judith Morley, Chair, WCAVA

Paul Tolley, Chief Executive, WCAVA



# VOLUNTEER

Warwickshire CAVA aims to ensure that every volunteering experience is of the highest quality and that the skills and energies of volunteers are targeted to making the most difference within local communities across the county.

## Celebrating Volunteering

The dedication and hard work of volunteers deserves recognition and celebration. In partnership with Warwickshire County Council and Nuneaton and Bedworth Borough Council, we held the first Nuneaton and Bedworth Volunteer Awards as part of Volunteers Week in June 2017 with a wonderful evening of celebration at Life Church in Bedworth. The Awards were widely promoted, resulting in over 40 nominations received for group or individual volunteers in categories including Creative and the Arts, Sport, Health and Wellbeing and Long Service. Shortlisting was a challenging task for the panel with inspiring stories shared about volunteers dedicating their time to help others.

The Awards Evening was a phenomenal success with over 100 guests celebrating the 10 winners. Winners included Jean Smith for the Long Service Award for volunteering with the Girls Brigade for over 60 years, and the volunteer team at St Michael's Children's Centre in Bedworth winning the Health and Wellbeing Group category for their contribution to the Community Café, allotment and Early Years Centre. The evening was a real celebration of volunteering and its success has ensured that Volunteer Awards will be held in all localities in future years.



932

individuals have accessed  
our volunteering services



“ Warwickshire CAVA's **Volunteer Connect** is an **excellent** way to **find out** about the **volunteering opportunities** that **exist** within our **local area**. ”



### **Supporting Volunteer Involving Organisations**

We also work closely with hundreds of local organisations using or seeking volunteers, offering free advice, information and guidance in the use of volunteers whilst promoting equal opportunities and good practice. Our online Volunteer Resource Library, for instance, now has nearly 70 dedicated resources.

### **Volunteering changes lives**

The dedication of volunteers changes the lives of the many people they support across Warwickshire and volunteering can also have a positive impact on those who volunteer. This is one story of how volunteering has enabled someone to turn their own life around:

Clovis contacted our Rugby team looking for help with finding a volunteering role that would assist him in returning to paid employment. His confidence and self-esteem were low, but all he wanted was purpose in his life and a reason to get up in the morning, doing a role that would provide training and the experience he needed to get back into the job market. By registering on Volunteer Connect, Clovis was matched with a role at the British Heart Foundation (BHF) in their local furniture warehouse; he was soon volunteering and undertaking an NVQ.

*'It is thanks to you and your organisation that I have found a purpose in life. I love working at the BHF - everyone is treated with respect and dignity and it is great to be part of a team and make new friends.'*

A few months later Clovis contacted us to tell us he had been successful finding paid work; volunteering was his gateway to the life he dreamed of and throughout 2017/18 Warwickshire CAVA has supported 932 volunteers to achieve their dreams.



# INFORM

Warwickshire CAVA works hard to ensure that the local voluntary and community sector is as informed and up to date as possible on the changing local landscape so that they are able to take advantage of the latest opportunities and have influence.

## Small Charity Week

We maintain an annual campaigns calendar where we promote and celebrate the work of Warwickshire's voluntary and community sector across all of our media platforms. One such campaign is Small Charity Week, a national campaign that happens each year in June. In 2017 we distributed an E-Grapevine Special, as well as daily themed emails across our local mailing lists; in total we reached well over 2,000 people.

The Week always launches with 'I Love Small Charities', and we get to share inspiring stories of organisations doing incredible things in their communities, and photos of charity supporters. On 'Big Advice Day', we opened up each locality office for drop-in sessions, dealing with enquiries from volunteering, funding and setting up new groups.



## New Year New You

Each year our locality offices launch a 'New Year New You' campaign aimed at encouraging people to fulfil their new year's resolutions to try something new for the upcoming year. We target individuals who want to try volunteering, and organisations who want a health check.

Rural North Warwickshire has two common issues among residents, the first being transport between villages and the second being regular communications. In 2017, as part of the campaign we ran a 'Volunteering Tour', taking our volunteering stand to community venues in order to engage with the public. Travelling to nine Hubs and Libraries across North Warwickshire to engage with people using their services and the local residents, we promoted the tour through our email bulletin and twitter page and sent it out before the Christmas break to all of the local newsletters to encourage people to pop in and speak to us about volunteering in their village. We held 'drop in' sessions in Hartshill, Arley, Dordon, Coleshill, Baddesley and Polesworth, and were also invited to speak at the Atherstone Library Coffee Afternoon to promote the benefits of volunteering. Overall we engaged with 35 people who wanted to know more about volunteering.

“ **Excellent communication** on a **range** of issues. I've **learnt useful** things **both** from your **weekly newsletter** and at **funding fairs**. ”





# SUPPORT

Warwickshire CAVA offers a range of support services and advice to small and emerging community groups, voluntary organisations, charities and social enterprises across Warwickshire, as well as supporting both existing and larger organisations to strengthen and develop.

## Underground Lights

Getting the right advice when starting a new group is crucial; by working with our Stratford office, Underground Lights have been able to apply to the Charity Commission to become a Charitable Incorporated Organisation (CIO). In addition to supporting the group with their application, we worked with them to help them with their policies and business plan. Underground Lights are now able to apply for funding with the aim of providing theatre workshops for people experiencing homelessness and mental health problems.

## Dickens Night

Dickens Night is an annual event that takes place every November in Atherstone and has been established for over 30 years. The event is entirely run by volunteers and with increased costs to stage this event they needed support with applying for funding. We worked with the Atherstone Dickens Committee on a Big Lottery Awards for All application, and they were awarded £10,000. The money enabled them to pay for musical entertainment, security, road closures, insurance and promotions. We continue to work with the committee, helping them identify more funding and recruit volunteers for their events. They have also accessed our training which they have found very beneficial.

“ Warwickshire CAVA has been a fantastic source of support to me and our charity, not only in the early days, but as we grow and progress. ”







**567**  
individual organisations  
have been supported

### **Mediation and Financial Good Practice**

A small unincorporated community group from Nuneaton approached us for advice around their financial records; their treasurer had become increasingly uncommunicative and difficult to work with, the committee found this working relationship untenable as it was affecting the running of the organisation, so sought our support to enable them to move forward.

Alongside the committee, we drafted a letter to the treasurer asking for information to resolve the issue. Eventually the committee received a set of poorly kept, unclear accounts and some money previously granted to them was returned. We managed to secure pro-bono support from a retired chartered accountant who voluntarily took on the case to review the accounts to bring them up to a more acceptable standard. The committee has now managed to enlist further volunteers and is better able to run as they have always felt they could.

### **Withybrook Village Hall**

The rural village of Withybrook has few amenities and reduced public transport services, therefore the hall has become a centre for socialising and events. The committee of the Village Hall identified some key improvements needed to be done to make it into a better facility for those living in the village. It was last refurbished in 1990 and whilst the committee had some funds in reserves, they didn't have enough to be sustainable in the face of rising energy costs.

Following our advice, the committee attended some of our training and also a funding workshop in nearby Shilton, and updated policies and procedures to make them more funding ready. The committee undertook significant community consultation in Withybrook and sought letters of support, alongside having their plans drawn up, an energy efficiency certificate done, and getting quotes for the work. In 2018 they were finally ready to submit their funding application to WREN for over £82,000.

# INNOVATE

We work hard to bring new and exciting ways of working to Warwickshire, often by incubating, developing or replicating examples of national best practice in partnership with our members.

## Smart Start

Established by Warwickshire County Council, the programme aimed to give children in Warwickshire the best start in life. Using our extensive knowledge of community groups and voluntary organisations, as well as community and faith-based facilities across the county, we were engaged by Bedworth Heath Nursery School as a partner to deliver support to small, volunteer-led groups early years settings.

Each group contacted was offered a health check, with actions and advice, and good practice, celebrated; specialist expertise was given from the officers, each of whom had significant experience in early years and the children and youth sector. Leaders were provided with bespoke training to enhance their confidence around: Learning through Play, Time2Talk, First Aid, Safeguarding and Food Hygiene.

Thirty-four groups engaged with the project across the county and were supported on key areas around governance, improving policies & practice and improving safeguarding practice.

## Arts Trail

The Arts Trail is a small community project with the aim of supporting local artists to earn an income from their work and to allow them both studio space and an opportunity to display and sell their work.



96%  
satisfaction rate



“ Warwickshire CAVA is a **great organisation** that **strives to connect local charities, agencies and anyone else that works towards improving the lives of the local community.** ”



Leamington Arts Trail approached us to ask for help in moving their project into a new base within the prestigious Old Post Office Building in Leamington. Having been given notice to leave their premises and negotiated a peppercorn rent for the new building, they had no funds for the move or for the significant refurbishment required so they approached us for help.

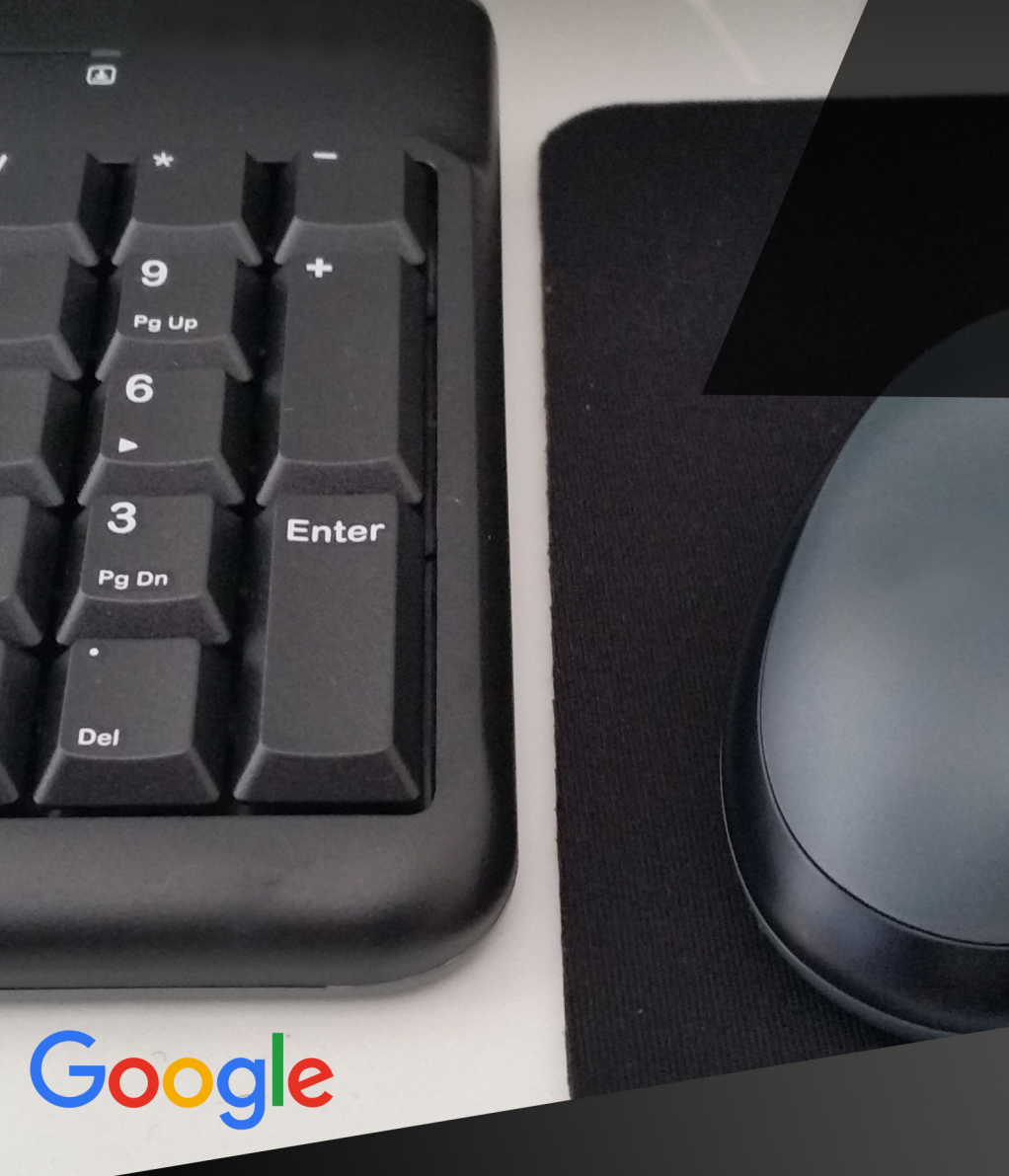
Our local office immediately got involved in supporting the project, from sourcing a local removal company with a good social ethos to lend the use of a large van to helping draw down funds for a skip and decorating materials. A volunteer Project Manager, Ewan, was then sourced through Volunteer Connect whose career had seen him manage construction projects and who was excited about getting involved.. Our relationship with Midcounties Co-operative as a partner in developing corporate volunteering options enabled us to source 20 of their staff members, all of whom committed to spend one day helping with the final painting and decorating of the space.

### **Youth Provision in South Warwickshire**

Using a partnership approach we wanted to be able to establish a pool of qualified youth workers with more hours of both paid and voluntary work available across a range of local organisations to help address the struggle of recruiting sessional youth workers.

Working together we focused upon the training of local volunteers and youth workers to help address the needs of young people and provide important safeguarding measures to improve the safety and quality of youth provision.

Additional funds were identified from the County Council to help fund the delivery of a Level 2 training programme which was led by Young People First with support from Community Hub practitioners The Gap and Sydney Centre.



# BUSINESS

Warwickshire CAVA builds its development on strong foundations and evolves to meet the developing needs of its market to ensure we have the resources to deliver into the future.

## Back Office Support

Working across multiple localities comes with its benefits but also its challenges. From an IT perspective, we have historically utilised a mixture of server arrangements across our locality teams to underpin the use of a 'cloud' based system through Google. Over the last year we completed our move of all locality teams to the sole use of Google Drive, reducing the risks posed by aging servers and costs associated with back-up storage arrangements.

We continue to work closely with our IT supplier WEBBS who offers discounted services to all of our members. Stuart Webb is currently supporting two other voluntary sector partners through our Back Office Support Services (BOSS) arrangement established to save our members time and money on 'back office' issues.

## Data Protection

During the latter part of 2017 everyone's email inboxes started to fill with warnings of GDPR and the May 2018 deadline. As we all tried to understand what GDPR requirements may mean for organisations, businesses and individuals, guidance for the Voluntary Sector was hard to come by. As a result we partnered with local solicitors Wright Hassall to provide dedicated workshops for the sector to help better prepare our members for the new requirements.

“ Recent **cuts to budgets** make Warwickshire CAVA's role **more important** as the **demands** on the **charitable sector grow** and government **resources diminish**. ”

## The Newtown Centre

For many years recognised as the 'old people's centre' where meals on wheels used to come from, or the 'Chater Dance Academy', the Newtown Centre is a 1960s building in the centre of Nuneaton, adjacent to the bus station. We had been actively looking for more suitable accommodation in Nuneaton for a number of years, so began discussions with Nuneaton and Bedworth Borough Council (NBBC) in 2015 to explore how we might take the Centre on and develop it into a thriving community facility.

We communicated with Centre users throughout the process, finally signing a 25 year lease with NBBC. Following some building work our locality team were able to move in by January 2017. In May 2017 we were able to carry out phase 2 of our plans, creating a new reception area and small meeting room. The Newtown continues to thrive, and every month the number of groups and organisations using the Centre grows. We welcome on average 375 users per week from 20 groups, 6 days a week.

We have increased the diversity of users, and are actively pursuing organisations and projects that deliver services to priority members of the community who are best served in a multi-purpose building with great accessibility. We are very happy with the move and our ability to increase awareness of Warwickshire CAVA and its services, as well as promote the diversity in the local community sector.



Supported over  
**£3.2** million  
worth of funding  
applications



# LEARN

Warwickshire CAVA aims to provide high quality training that meets the needs of the voluntary and community sector. We offer an open programme of training covering key topics based on member feedback and local need.

## Safeguarding

Safeguarding has been a key part of our LEARN delivery programme over the past year and continues to be a consistent theme. With increased pressure upon the sector and increased use of volunteers, the need to ensure that safeguarding procedures are embedded has never been more important. We have provided bespoke safeguarding sessions for member organisations, run Safeguarding Awareness sessions and held a joint workshop with Warwickshire MASH. This was attended by 94 people in October 2017 and helped increase the knowledge of the sector in terms of MASH referrals and the PREVENT strategy. Working with the Adult Safeguarding Board we have now jointly produced a template Safeguarding Policy for use across the sector endorsed by Warwickshire's Safeguarding Board. See: <http://www.wcava.org.uk/resource-library/safeguarding>

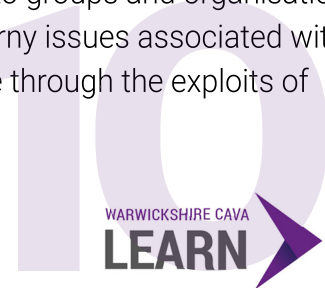
## Governance Game

As trailed at last year's AGM, 2018 saw us launch the Governance Game as an innovative and unique offering to groups and organisations that enables participants to address the thorny issues associated with governance and the Good Governance Code through the exploits of the fictional Borchester Charity.



**97%**

of organisations felt their confidence, skills or experience had been built as a result of our support



## Green Pepper Consulting

Over the last year we partnered with Green Pepper Consulting to expand the breadth of training available to our members. From providing training on Social Media to supporting new managers within the sector, we have worked with David Green to complement our existing programme.



'Green Pepper Consulting' is a social enterprise providing training and support to organisations and groups working to achieve social change and our partnership with David Green is expected to continue through 2018/19 ensuring that the training needs of our members and the wider sector can be met.



## Foundation for Social Improvement (FSI) Workshops

During February 2018 we worked with the Foundation for Social Improvement (FSI) to deliver workshops covering a wide range of fundraising techniques to give small charities, voluntary and community groups the skills they need to be sustainable. Working with the FSI we held new and engaging training including 'Developing Corporate Relationships', 'Develop Your Earned Income - Enterprise Your Mission' and 'Community and Events Fundraising' helping Warwickshire groups utilise different methods in achieving financial sustainability.



“ Attending **training** and then having the **support** of an **advisor** to check our **grant application** was **very helpful** and definitely helped as we **obtained** grant funding. ”

# ENGAGE

Warwickshire CAVA is the main point of contact between third sector organisations and other strategic partners such as local authorities and funders. We are committed to building better relationships between voluntary and community organisations and across the third, faith, public and private sectors.



## Third and Public Sector Partnership Group

The Third and Public Sector Partnership Group (TAPSPG) exists to build better relationships between all sectors for the benefit of Warwickshire residents and helps to create a voice and greater influence for the third sector. As chair of the Group we helped to plan the annual conference which took place in November 2017. It focused on 'Demystifying Commissioning and Procurement'; one of the issues raised from the conference was the prohibitive nature of public sector commissioning to small VCSE organisations. As a result a further speed-matching event was organised to ensure small organisations were able to engage with commissioners face-to-face.

## Community Need

We often lead or play a key part in partnership working in order to help identify community need and to improve community cohesion.

This year, we have been involved in a number of initiatives around dementia. In February 2018, Warwickshire County Council, Alzheimer's Society, Rugby Borough Council, Rugby Dementia Support and ourselves all came together to organise a Rugby Dementia Conference to promote and create awareness of becoming a more dementia friendly borough.

“ Having been to a **number of events** put on by Warwickshire CAVA, I have found the **networking opportunities** to be **incredibly valuable.** ”







We organised **109** events  
and contributed to **160** others,  
reaching well over **7,760** people



Attendees agreed that they had a better knowledge of services and activities as well as being given an opportunity to share their views. In Warwick District we produced a pocket book containing information on support services and social activities in the South Warwickshire area in conjunction with the Pam Britton Trust for Dementia. We have also organised a number of 'Dementia Friendly Communities' training sessions and been part of creating local Dementia Action Alliances across Warwickshire.

### **Syrian Vulnerable Persons Resettlement Scheme**

The first group of Syrian refugees arrived in Warwickshire in November 2016 as part of the Government's 'Syrian Vulnerable Persons Resettlement Scheme' and further families have been arriving quarterly since then. We have been involved in liaison meetings with District and County Councils and Welcome Here (local volunteer-led groups) to best support these arrivals and the settling in of Syrian families. In addition, we have provided support to the 'Welcome Here' groups on governance, safeguarding and helped family members to volunteer. In Warwick District, three members of one family are volunteering; they feel that they are contributing to the community and becoming part of it. One of the key issues for resettlement is being able to use English; one of the volunteers is improving her English and her confidence in speaking it has increased greatly. She is also going to teach her fellow volunteers how to make a traditional Syrian dish.

One of the families, when asked about the best thing that had happened to them since their arrival said: "*Many things - 3 volunteers who have helped me; learning English; being able to think about the future*".

# PROJECTS

## **Ambition Coventry**

The Ambition Coventry programme works with anyone aged between 16 and 29 that lives in Coventry and is not in any form of employment, education or training (NEET). The project works with young people to help them achieve their ambitions and realise their potential.

<http://www.wcava.org.uk/ambition>

## **Big Local in North Warwickshire and Nuneaton and Bedworth**

We have been engaged by the Local Trust as the 'locally trusted organisation' for two areas of targeted investment in the north of Warwickshire. Each of these two areas have resident-led Big Local Partnership Boards who are each charged to use at least £1 Million over 10 years to make a massive and lasting positive difference to their communities.

<http://www.wcava.org.uk/big-local>

## **ConnectWELL™**

ConnectWELL™ is our dedicated project supporting individuals and healthcare professionals to connect with the vast array of local community and voluntary sector based activities. The aim is to improve health and wellbeing, so we regularly connect people with advice and information services, community groups, leisure activities, lunch clubs, self-help groups, specialist interest groups, sporting activities, and lots lots more.

<http://www.wcava.org.uk/connectwell>

## **Rugby Transport Service**

We continue to host the Rugby Transport Service which works as part of Warwickshire Voluntary Transport. A partnership of voluntary sector community transport operators, they ensure that vulnerable people without access to transport can be supported by a dedicated team of experienced volunteer drivers who, using their own vehicles, provide door to door transport to a wide range of health and social care destinations.

<http://www.wcava.org.uk/transport-scheme>

## **Talent Match**

Talent Match is a £106 million programme funded by the Big Lottery Fund to support young people aged 18 to 24 who need extra support to help them along their path to employment. The 5 year Talent Match Coventry and Warwickshire programme has been run by Warwickshire CAVA since April 2016.

<http://www.wcava.org.uk/talent-match>



Scan this code with your smartphone QR reader to find out more about our projects.

# Thank you...

We are extremely grateful to all those local communities, individuals and funders who have pledged their support and given generously.

We would especially like to thank the following for their kind support:

Big Lottery Fund  
Comic Relief (via HOECF)  
Coventry and Rugby CCG  
Coventry City Council (ESF)  
Esmee Fairbairn Foundation  
Local Trust  
North Warwickshire Borough Council  
Nuneaton & Bedworth Borough Council

Orbit Heart of England  
Rugby Borough Council  
South Warwickshire CCG  
University Hospital Coventry  
& Warwickshire NHS Trust  
Warwick District Council  
Warwickshire County Council  
Warwickshire North CCG  
Warwickshire Police & Crime  
Commissioner

## Equality Statement

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If you require this publication in a different format or language, please contact us on 01926 477512 or write to the address below:

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## Acknowledgements

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<https://www.facebook.com/ACTonALZ/>  
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“Thanks to the **information** and **advice** I received from **Warwickshire CAVA** we have just been given a **£10,590 grant**, your **support** is **invaluable**, thank you.”



## UNRESTRICTED FUNDS

	<u>2017/18</u>	<u>2016/17</u>
	£	£
Income	661,438	606,446
Expenditure (incl. transfers)	<u>(685,042)</u>	<u>(604,297)</u>
<b>Surplus (Deficit) - Retained</b>	<b><u>(23,604)</u></b>	<b><u>2,149</u></b>

## DESIGNATED FUNDS

	<u>2017/18</u>	<u>2016/17</u>
	£	£
Income (incl. transfers)	3,880	29,900
Expenditure	<u>(42,627)</u>	<u>(72,064)</u>
<b>Surplus (Deficit) - Retained</b>	<b><u>(38,747)</u></b>	<b><u>(42,164)</u></b>

## RESTRICTED FUNDS

	<u>2017/18</u>	<u>2016/17</u>
	£	£
Income	1,219,140	1,206,621
Expenditure	<u>(1,277,929)</u>	<u>(1,144,869)</u>
<b>Surplus (Deficit) - Retained</b>	<b><u>(58,789)</u></b>	<b><u>61,752</u></b>

## BALANCE SHEET at 31 March 2018

	<u>2018</u> £	<u>2017</u> £
Fixed Assets		
Property	373,400	382,500
Other	<u>16,224</u>	<u>16,448</u>
	389,624	398,848
Current Assets less Liabilities	<u>620,030</u>	<u>736,770</u>
<b>Net Assets</b>	<b><u>1,009,654</u></b>	<b><u>1,135,718</u></b>
Unrestricted Funds - General	355,774	379,378
Unrestricted Funds - Designated	17,726	56,473
Restricted Funds	<u>422,530</u>	<u>481,319</u>
Endowment Funds	<u>213,624</u>	<u>218,548</u>
<b>Total Funds</b>	<b><u>1,009,654</u></b>	<b><u>1,135,718</u></b>

The financial Summary figures in this review have been extracted from the full audited accounts and have not been subject to any review by the auditors.

A copy of the full audited accounts is available from [www.wcava.org.uk/annual-reports](http://www.wcava.org.uk/annual-reports)

To obtain a printed copy contact Ruby Sarkaria (Finance Manager) on 01926 477511.



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 @RTSWCAVA

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 @TalentMatchCW

 talentmatchcovandwarks

### Start Volunteering

Search Volunteer Connect today to find your perfect match.  
[www.wcava.org.uk/volunteering-individuals](http://www.wcava.org.uk/volunteering-individuals)

**10**  
**YEARS**  
2008 - 2018  
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**Annual Review**  
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Strengthening Warwickshire

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