

Annual Review 2011-2012

672
member
organisations



“Cumbria CVS is recognised across the country for the innovative ways it provides vital support for local charities and community groups. I had the chance to see this for myself when I visited Cumbria CVS in July this year. It confirmed to me exactly why Cumbria CVS is an outstanding NAVCA member with a reputation for great work in supporting local communities throughout Cumbria, even in difficult times.”

Joe Irvin, Chief Executive, NAVCA



Finance



Cumbria CVS had a deficit in unrestricted funds during 2011/12 of £26,240. However, as a deficit of £225,000 had been planned for, this is a considerable achievement. On behalf of the Directors I would like to record our appreciation of the way in which all Cumbria CVS employees have embraced change. By ensuring that all available income is secured, and expenditure kept under tight control, they have enabled the organisation to limit the extent to which it has had to draw on reserves.

As a result, the organisation can see its way clear to maintaining services until at least Christmas 2013. By then Cumbria CVS aims to have radically changed the way it works, generating more income from services provided and from tendering for contracts.

Cumbria CVS has a sound balance sheet. Reserves are being carefully utilised to ensure that we do our best to continue to support volunteering and voluntary and community organisations in Cumbria. By working flexibly and adapting to change we aim to set an example for others on how best to continue to stick to our purpose while facing one of the most challenging times any of us can remember.

Patrick Leonard
Treasurer

Funders 2011 - 2012

Through the year, we have been supported by:

- Cumbria County Council
- Eden District Council
- Carlisle City Council
- The Big Lottery Reaching Communities
- Barrow and District Borough Council
- Northern Rock Foundation
- Skills Funding Agency
- The Big Lottery BASIS
- Rural Development Programme England
- South Lakeland District Council

Report from the Chair



This has been a year of exceptional challenge to which the staff of Cumbria CVS and my colleagues on the Board of Trustees have given spirited and successful response.

Every successful organisation has good management behind it. I can say without hesitation that during the year of this Review Cumbria CVS benefited from excellent management, and I am indebted to my fellow Trustees for their commitment to steering our organisation through the most difficult of years. We have presided over a period of unprecedented threats to our traditional funding, and we have had to consider carefully the challenges of the fast emerging contract culture, working out how to adapt to it in the most positive way possible.

We are particularly fortunate that the CVS Board comprises

experienced people with a very wide range of talent and skill. We consciously recruit to fill skills gaps on the Board when vacancies arise, and I feel that this is a strategy that has served us well. Also, we have a set of governance policies and procedures that have been carefully developed and which we can be confident are fit for purpose. This gives us, as Trustees, a secure framework within which to work – encouraging our aspiration to serve as leaders within our sector.

Our team of paid staff and volunteers benefits hugely from a very low level of staff and volunteer turnover. The effect of this is a steady increase in knowledge and expertise from which our clients directly benefit. I congratulate our Chief Officer, Karen Bowen, on her ability to retain valuable staff at a time of obvious unsettlement about the future. I have been much impressed by staff members' ability to remain focused on delivering Cumbria CVS services to a very high quality throughout this period of uncertainty.

This Review gives a flavour of the range and scope of our achievements during the year, and I hope you will find it both interesting and encouraging.

David Richardson

Expenditure Mix 2011 - 2012



Chief Officer's Report

In the face of an extremely difficult financial picture, we were thrown a life-line. This was in the shape of around £470,000 from Big Lottery through their Supporting Change and Supporting Impact funding streams. We were enormously grateful for, and proud of, this endorsement of our work, and it has given us much needed time to reshape the way we deliver services so that we will, for the future, be less dependent on grants and better able to bid for contracts in the open market, as well as raising income from the sale of goods and services.

"In addition to adapting and developing our core support services to meet changing needs, we have engaged in a number of new activities."

Through the year we worked hard on supporting the development of the Third Sector Consortium – a new organisation dedicated to promoting and facilitating collaboration between



organisations through joint bidding for contracts. Putting our resources into this venture represented a risk for us, but we did it because we see huge potential value for the sector as a whole. At this point we don't know if the Consortium will succeed in its aims, but I am grateful to our Trustees for having the courage to pursue this as a possibility.

A second piece of work that has required, and been given, solid support from our Trustees is the

setting up of our Trading Company which will go live in October and will be important to us as we become more focused on generating income to sustain Cumbria CVS for the future.

The 12 months of this Review saw no let-up in the stress on staff and volunteers who have endured continuing and significant change to our structure. In spite of this we have continued to deliver high quality services achieving all of our grant and contract targets, and in many cases exceeding them. We are learning new skills – particularly in terms of marketing our services effectively and clearly. We have further developed services such as Payroll and Financial Services which generate income for us, but which are also extremely valuable to our clients.

It was a good year, in spite of the many difficulties, and I look forward to the months ahead as we consolidate the many successes we have had.

Karen Bowen

Our Aims

- To develop, encourage and support leadership skills
- To provide high quality infrastructure support services
- To develop and share good practice
- To promote voluntarism in the broadest sense
- To offer fully accessible services equitably across Cumbria
- To support individual volunteers
- To support grass-roots inclusion in local planning and decision-making
- To work in partnership with other agencies
- To ensure an effective workforce
- To take a leadership role

Our Values

- Excellence
- Equity
- Integrity
- Leadership
- Voluntarism

“ Cumbria CVS supports third sector organisations to achieve excellence in meeting the needs of their communities. ”

Our Members

To see a full list of our members, please visit our website:

www.cumbriacvs.org.uk

Our Commitment to Quality

During this period we successfully achieved two quality standards – ISO 9001 and Volunteer Centre Accreditation.



CRB Checks

We processed **838** CRB disclosures, over half of which (472) were for volunteers.

Hosting

Cumbria CVS offered accessible, affordable space for third sector organisations across Cumbria at Maryport, Penrith, Barrow and Carlisle. Across the county we hosted 13 organisations including Cumbria Social Enterprise Partnership, West Cumbria Carers and Carlisle Mental Health Group. Affordable training and meeting space was available at all our offices.

Newsletter/Ebulletins

We introduced our new style, email Ebulletin (November 2011). It is circulated every fortnight to **2,000** contacts. It contains important information on training, events, funding, networks, volunteering and other third sector developments.

Website

This attracts over **120 hits per day**. The most popular pages are:
 Directory 173,383
 Training and Events Calendar 43,691
 News 7,406
 Volunteering 6,409
Figures show hits per annum

ICT/CaMeL

We gave a number of local organisations ICT support, and continued to hire out our mobile (CaMeL) ICT training suite.

Financial Services

A grant from the Rural Development Programme for England (RDPE) has enabled Cumbria CVS Financial Services team to develop three affordable services for local organisations.

The response to date demonstrates that we are developing services that our clients need and are willing to pay for.

- **41 clients**, including 13 Parish Councils use our **Payroll Service**
- **10 organisations** have had **Independent Examinations** of their accounts
- **4 organisations** accessed our **Accounts Management/ Book-keeping** service

This excellent result gives us very clear indications of how we can develop this essential service for the future. We are committed to listening



CVS Financial Services

to our clients and designing services that will best suit their particular needs. We will be marketing the service throughout the coming year to ensure that as many of our contacts as possible are aware of the ways they can benefit from Cumbria CVS Financial Services, and are given the opportunity to take advantage of the support that is on offer.

The RDPE programme is part financed by The European Agricultural Fund for Rural Development.

“ Whenever we ask CVS for help and support they are always quick to respond. They really listen to what the issue is and quickly grasp our concerns. The Financial Services team have been brilliant, dedicating time to help us re-align and fully understand our accounts package - making it work for us. They have made what seemed an impossible challenge a straightforward and readily understandable process, showing infinite tact and patience, always encouraging and supporting us. We cannot thank them enough for what they have done. ”

Cilla Clark, Chief Officer
Eden Carers

HR/Health and Safety Support

Cumbria CVS worked in partnership with Acton Jennings LLP to promote Health and Safety and HR support to local third sector organisations, offering a range of bespoke, cost effective solutions that minimise risks to employers. **13 organisations** have taken advantage of these opportunities.

“ It is great to be able to speak to the same person each time and to have the continuity of knowledge and advice. Support to produce a Staff Handbook was invaluable. I would not hesitate to recommend Acton Jennings services to other Cumbria CVS members. ”

Judith Derbyshire, Manager
Cumbria Rural Housing Trust



Keeping Community Centres Moving Forward

Cumbria CVS staff were involved in facilitating the Carlisle Community Association workshop in partnership with Carlisle City Council.

Held earlier this year at Petteril Bank Community Centre, the workshop was aimed at trustees, staff and volunteers of local centres and associations across the district. Themes focused on activities relevant to the development of community centres and included sessions on: business and other planning, identifying funding sources, recruiting, retaining and motivating volunteers and understanding

legal and constitutional roles and responsibilities.

The workshop was further demonstration of the ongoing support that Cumbria CVS provides to Community Centres and Associations.



Helen Fisher

“ We have had a great deal of support from Cumbria CVS, both in terms of ensuring best practice in governance arrangements, and how we can best support volunteers at the Centre. The workshop raised a lot of questions for us, and it has been great that we have been able to call on the CVS for support. ”

**Helen Fisher, Manager
Botcherby Community Centre**

Development Support

Our trained and experienced development officers dealt with over **483 enquiries** from **338 organisations**, providing support in areas such as Business Planning, Funding, Volunteering, Workforce Development, Good Governance and Charity Registration.

Funding related enquiries including funding for new services/projects; funding for existing projects and tendering remained the most popular reason for contact, accounting for more than half of total enquiries (301).

Big Local Trusts

Cumbria CVS continues to support development of Big Local Trusts (BLT) in Barrow Island and Ewanrigg (Maryport), areas that will each receive over £1 million of investment over the next 10 years enabling people make their local communities better places to live.

Cumbria CVS supported budget planning, reporting and monitoring; we liaised extensively with other key partners and provided specialist support to help the BLT move forward.

We also supported with the acquisition and management of Getting People Involved (GPI) funding, which focusses on engaging wider sections of the community, establishing a community partnership, and working towards developing a community plan for projects.

Facilitation

Cumbria CVS facilitated 6 sessions on behalf of West Cumbria Managing Radioactive Waste Safely (MRWS) as part of a wider consultation that asked if people agreed with the principles of the MRWS Partnership and whether the Councils (Allerdale, Copeland and County) should continue to take part in the search for a repository. Participating groups included West Cumbria Older People's Forum, Cumbria Starting Point, Stepping Stones and Moorclose Knit 'n' Natter.

The results of the consultation are now being considered and analysed.



Funding Advice

“ Cumbria CVS has helped us in a variety of ways. Initially they gave us advice about setting up the charity. When writing our business plan, their advice was invaluable – they provided templates, advised us where to find relevant information, what information to include, what language to use and finally they proof read it. ”

They also supported us to apply to Northern Rock Foundation, who awarded us a grant of £45,000 over 3 years. Again, CVS help was invaluable giving necessary feedback on our draft application - I am sure they played a big part in us getting the funding. Thank you. ”

**Helen Sharples, Treasurer
Riversiders Trust**

Training



CVS Training Team

Bespoke

Cumbria CVS designed and delivered a range of bespoke training sessions to local organisations across the county. Ranging from short 2-3 hour sessions to a full six day training package* commissioned by Copeland Community Fund, these included:

- Trustee training for groups within Children's Services
- Funding training for the museums on the West Coast
- Six Steps to Successful Funding for groups in Copeland*
- Governance related training to Cumbria Starting Point and
- Effective Communications Skills for non-teaching staff at Cockermouth School

In total **107 beneficiaries**

“ When the need for bespoke training was identified for the support staff at Cockermouth School, we contacted CVS for help and advice. A programme for Effective Communications was developed in partnership with CVS and the training was delivered in January 2012 to over 40 members of support

staff. It has made a significant impact and I would thoroughly recommend this high quality, good value bespoke training service to the public, private and voluntary sectors in Cumbria. ”

Joan Ellis,
Development Manager
Cockermouth School

Non-accredited

116 delegates benefitted from our core programme of training which included Monitoring Outcomes; Interview Skills; Funding Strategies and Writing Funding Applications.

Volunteer

28 (non)accredited courses were run providing training for **384 volunteers** in areas including adult protection, communication skills, assertiveness, dealing with difficult behaviour, customer service skills*, employability skills*, equality and diversity**.

- supported by Volunteering Works.

* Offered in partnership with Cumbria Adult Education

** Offered in partnership with CERC

Other Training

Cumbria CVS worked with trainers and other organisations to provide other forms of essential training for their clients:

7 delegates attended and completed the Institute of Leadership and Management (ILM) Level 3 Award in First Line Management – an accredited course - giving them an introduction to the basic skills, knowledge and understanding required by today's first line managers. All courses were supported by Volunteering Works

118 individuals attended courses for Volunteer Managers on Dealing with Difficult Volunteers; Recruiting, Selecting and Screening Volunteers; and Supporting and Supervising Volunteers

Networks

We manage a range of networks including:

- **Employment and Trustee** - over **40 local groups** gained valuable information and training in good governance, finances, marketing and branding as part of our programme of Governance Conferences
- **Volunteering** - **43 organisations** attended 2 County Volunteering meetings; **65 organisations** were represented at 7 local Volunteer Co-ordinator Network meetings

“ January 2012 saw the first joint Volunteer Co-ordinators Network Meeting for Barrow and South Lakes at Ulverston. It brought together 25 people from 23 different organisations to look at volunteering issues across the south of the county, with discussions focussing on how to recruit volunteers, volunteer training needs and how organisations can work together more effectively. This network will now meet regularly to progress ideas and joint working opportunities. ”

- **Action for Health** - worked in close partnership with Cumbria LINK on the new Locality Commissioning structures; ran a successful consultation event on the Cumbria Joint Strategic Needs Assessment (JSNA); continued to provide valuable support to its increased membership through mailings, meetings and training sessions
- **Local Forums** - over **260** people attended these forums, which provide groups with a link to Cumbria CVS and local strategic partners
- **Admin** - facilitated two training sessions

Funding Fairs

Past and present

Our funding fairs continue to be our most popular events. **Over 518 delegates** received advice, support and information from over 40 funders and support groups, including Cumbria CVS at four fairs throughout the year including our new style fair at Carlisle, March 2012.



The North Cumbria Funding Fair

was held at Carlisle Racecourse on 29 March 2012. The theme – A Changing Landscape – and conference style approach gave greater focus to the day and fed into subsequent workshops and presentations. In addition, a panel of local, regional and national funders highlighted anticipated strategic changes over the next 12 months, giving local groups a greater perspective on current funding challenges and opportunities. The usual invaluable face to face support and advice was also available throughout the day.

Subsequent fairs include:

- West: 4 July 2012 at Energen, Workington
- South: 21 November 2012 at Forum 28, Barrow

Cashing in at the Fair

A West Cumbria Church raised over £100,000 following their attendance at a CVS Funding Fair in Maryport.

“Brigham Methodist Church was faced with significant issues of disrepair and decay including water ingress and heating system failure and there was a general need to improve our facilities for disabled people and children.

At the time that we were working on developing our plan, we heard of the CVS West Funding Fair (June 2011, Maryport Wave Centre) and it was just what we needed to kick start our funding adventure. It provided a very useful “eye opener” to the sometimes complex world of funders and told us that we were in for a long haul. We carefully chose workshops and carefully followed advice from the CVS staff.

The funders we met at the event allowed us to appreciate who were likely to support our cause – and more importantly who would not. The key to our success was to heed the message from Cumbria CVS -



Listen to what the funders tell you to do and do it.

We managed to raise over £100,000 towards our project from a dozen funding sources.”

Colin Woollard, Project Manager

Maryport based CVS Development Officer Simon Cole praised the efforts of the group saying

“They did everything we advised them to do. They knew what they wanted and we helped them plan how best to go about it.

The money that they have raised will not only restore the church but provide an accessible community facility.

This is a great example of how CVS can play a role in supporting local groups to develop their plans and succeed in their aims.”



Rory Stewart MP and volunteers at the Eden celebration

Volunteers Week (1 - 7 June)

Cumbria CVS managed a range of celebration events across the county to help recognise and reward the vital contribution that volunteers make to our society. Events took place in Penrith, Whitehaven, Workington, Millom, Kendal, Barrow and Carlisle and were attended by over 450 of the county’s volunteers. Events in Eden, Whitehaven and Millom were supported by Eden District Council and Copeland Community Fund respectively.

“I was delighted to be able to attend Cumbria CVS AGM and lend my support to an organisation that has a long and impressive history of supporting the voluntary sector in Barrow and community activities across the county.”

John Woodcock MP
Barrow and Furness

2,984
attended
our training
and events

Making a Difference

1,813 people provided with information, advice and support regarding local volunteering opportunities

384 volunteers trained – 93 working towards a formal qualification

118 individuals attended training courses for **Volunteer Managers**

Over **450 volunteers** recognised and thanked

12 students from Kendal College made a difference at Arnside YHA as part of National Student Volunteers Week February 2012

1,386 volunteering opportunities promoted within **740 organisations**

19 talks given to promote volunteering at colleges and local schools; to local organisations and training providers

14 Introduction to Volunteering sessions run to encourage new volunteers

5 Speed Matching Events held successfully introducing volunteers to organisations

9 volunteer network meetings

18 volunteer-involving organisations helped promote Employer Supported Volunteering

2 Trustee Recruitment sessions held as part of **Trustee Week 2011**

2 Make a Difference Day projects supported

MADD Cumbria CVS Staff



CVS staff spruced up Upperby's cash-strapped parish hall.

CVS Trainees/Volunteers

Cumbria CVS has a sound track record of offering high quality placements to trainees and volunteers. Often these act as a springboard into the workforce for people who otherwise might struggle.

We have benefited from having two excellent trainees over the past year. James Yates was with us, supporting the running of our Community Hub in Barrow, until September. Caroline Manning has used the experience and learning gained through her position in our Maryport office to find a full-time administration job – a great achievement.



Caroline Manning and James Yates

“In April 2010 I started with Cumbria CVS on an apprenticeship scheme. Since then I have completed a Level 3 NVQ in Business and Administration and gained full-time employment with the CVS.

During my time with CVS my skills, knowledge and confidence have improved immensely, and I feel lucky to have worked in an organisation that has encouraged and supported me since day one. I really appreciate all the opportunities that CVS has given me and I am looking forward to taking this with me as I move on to a new job.”

Caroline Manning, Trainee

Cheryl Wood is 41 years old and lives in Carlisle. Former hairdresser Cheryl had to give up work due to mental health problems. She wanted to use her spare time to volunteer for a local charity. However, she did not know where to start until a friend told her how Cumbria CVS could support her into volunteering.

Through the Volunteering Works programme Cheryl has gained free training in confidence building, communication skills and equality and diversity. She also recently attended an accredited ‘Employability Skills’ course, from Cumbria Adult Education, which helped her with CV building, interview techniques, job search, etc.

Cheryl attended a recent Speed Matching (Volunteer) event and found her perfect match with the Hear Centre, who provide and repair hearing devices.

This voluntary work has given her more confidence and work experience, and the training has supported and enhanced her skills in her volunteering role.

“If it wasn't for Cumbria CVS then I would not have had the opportunity to meet new people, improve my confidence and self esteem and find a vocation in the Hear Centre. Without the support of Cumbria CVS, I would be at home and not utilising my skills and time.”

In addition, the Hear Centre would be without an extremely valuable volunteer who now runs the centre once a week, enabling many vulnerable and isolated people to access valuable equipment and support.

Walking for Health - Feet First in Furness

Cumbria CVS has run a Walking for Health programme for nine years; co-ordinated by Richard Scott since 2006.

The project helped to raise levels of physical activity amongst local people and improve physical and mental health. Guided walks were a key element of the programme.

Walking for Health provided regular meetings, support and training for over 30 walk leaders, enabling them to support almost 3,000 walkers each year.

Support and activities included:

- Regular daily walks - including evening walks in the North Walney Island National Nature Reserve and as part of local festivals (Ulverston and Barrow Walking Festivals)
- Monthly Get on Track walks from railway stations - a more challenging option
- Woodland Walks with free transport - in the Furness area including Grange, Grizebeck and Hawcoat

The project received support from a number of organisations including Northern Rock Foundation, Barrow Borough Council, Natural England, NHS Cumbria, Cumbria County Council (Neighbourhood Fund) and Cumbria CVS.

Some of the activities will continue to be run by volunteers - one of whom is Richard Scott - since funding for the project ceased.



Richard Scott

Love Learning

The Community Learning Action Forum (CLAF), established through the Inspiring Communities project supported a range of inspirational learning opportunities in the Barrow area. The most successful of these was Love Learning, which ran in May 2012, as part of Adult Learners Week. It provided a fun and non-threatening way for people to taste a variety of learning opportunities and was attended by 200 people, and over 20 local exhibitors.

Cumbria Flood Recovery

Research into the role of the third sector

Research has been done by Cumbria CVS to establish the value of the third sector in helping communities in Cumbria recovery from the November 2009 floods.

The findings of the research were launched in December 2011 at a Flood Conference which was held in Christ Church, Cockermouth. The research highlighted that third sector organisations had a vital role, and in some communities this support is still being provided.

“ They brought the common sense factor to the proceedings, at a time when being flexible and responsive to people’s needs was essential. ”

**Kirstine Riding, Research Officer
Cumbria CVS**

The Future

The report produced a series of recommendations:

- Lines of accountability and leadership need to be clearly defined
- Third sector organisations need to share more information and better co-ordinate, manage and deploy all voluntary offers of help in the short, medium and longer term
- Data protection legislation and how it should be applied in the event of an emergency situation needs to be clarified.



Deb Muscat (CCF), Tessa Wiley (BIG),
Kirstine Riding and Karen Bowen (CVS)

Cumbria CVS response

Cumbria CVS is working with key statutory and third sector partners in Cumbria to ensure many of the recommendations are taken forward. An updated action plan on our website details progress.

Northern Flood Action Group

Cumbria CVS was a major partner in the initial Northern Flood Action Conference held at the University of Cumbria on Saturday 7 May 2011. Key issues identified by CVS research were the focus of the Conference - Flood Defence Funding, Insurance, Water Act and Land Drainage and Restoration and Recovery. CVS staff facilitated a workshop on Community Action and Planning.

The next conference - ‘Sharing a voice to protect our Communities’ - will take place on Saturday 27 October 2012 in Carlisle.



Cumbria 3rd Sector Consortium

With Cumbria CVS taking a lead facilitating role, Cumbria 3rd Sector Consortium has been developed by local organisations to provide an innovative, single point for contracting with public sector bodies.

Membership is open to not-for-profit organisations that provide (or want to provide) public services.



Cath Howard, Business Development Manager

Over the year, the development of the Consortium has gained significant momentum:

- It is operating as a legally incorporated body (registered charity)
- The Board of Directors has been strengthened
- Membership is increasing
- Funding has been secured to employ a Business Development Officer
- It is seeking and developing funding opportunities
- It is working to secure public sector contracts for the third sector
- It is developing smooth and efficient contract management for innovative delivery solutions.

Cumbria Third Sector Network



Dr Will Williams, Chair

Key achievements:

- Developing third sector representation on, and involvement in, the key strategic partnerships in Cumbria – the Cumbria Leaders' Board, the Children's Trust Board and the Cumbria Local Enterprise Partnership
- Work to illustrate the impact of statutory sector cuts on third sector organisations, including publication of a report that informed Cumbria County Council's Scrutiny Review
- Working with Cumbria County Council to address concerns that an increasing number of contracts are going to large organisations from outside Cumbria
- Increasing accountability with key documents now available on the CVS website
- Organising consultation events, and responding to consultations on behalf of Cumbria's third sector (for example, around Cumbria County Council's Budget Consultation)



Cumbria Compact

The Cumbria Compact was refreshed in August 2011 in line with the Coalition's National Compact to include the 'Best Value' Duty, new guidance for reasonable expectations of how local authorities engage with community groups and small businesses. County Council and Cumbria Third Sector Network Executive used the Compact principles and commitments to look at how commissioning processes can use grants rather than full tendering to encourage smaller organisations to deliver services.

We worked with Compact Voice, the national support organisation, to encourage all local councils in Cumbria to sign up. Signatories include Cumbria County Council, the NHS Trusts, South Lakeland, Copeland and more recently Carlisle City Council.

A Vital LINK



Our contract to support Cumbria LINK was extended for a further year. This was to allow for further shaping of the Government's plans for radical changes to the NHS, in particular, how services are commissioned.

GPs in Cumbria have been leading the way nationally on these changes and Cumbria LINK recognised the need to restructure to relate directly to the new Locality Commissioning Structures. Three Locality Stakeholder Groups were successfully established in this period with a further two groups under development. The groups will provide a direct link to local commissioners and give real strength and power to local people enabling them to influence health and care services.

Cumbria LINK took early action to prepare a HealthWatch Pathfinder proposal in partnership with Cumbria County Council. A Cumbria LINK Working Group has worked hard to test the new functions of HealthWatch. This early work will help Local HealthWatch "hit the ground running" in April 2013.

“ *Cumbria LINK provides a vital service linking the Trust to its patients and local population. They are excellent at working with us to improve the quality and standard of services we provide to the local people of North Cumbria.* ”

Dr Neil Goodwin
Chief Executive, North Cumbria University Hospitals NHS Trust

Looking forward, securing the future

New Partnerships

■ HealthWatch Pathfinder

The new national HealthWatch programme will be live from 1 April 2013. HealthWatch will replace LINK as the new consumer champion for patients and the public. In the coming year we will work with members of the HealthWatch Steering Group and other partners to facilitate a smooth transition from the LINK to HealthWatch.

Key activities will include:

- Testing the new function to provide advice and information to enable people to make choices about health and social care
- Building and testing new relationships with the Health and Well Being Board early implementer and GP Consortia Pathfinders
- Testing the new vision for HealthWatch as a Consumer Champion

■ Eden Living Sustainably

Following a successful Round 1 application to the Big Lottery Communities Living Sustainably, we will be working closely with Cumbria Action for Sustainability to develop the round 2 application. If this is one of the ten successful applications for this national programme we will also be one of the project delivery partners. The project 'SustainEden' aims to deliver a more resilient Eden, capable of responding to the impacts of climate change.

■ Community Learning Trust Pathfinder

We will partner Cumbria Adult Education to run a pilot Community Learning Trust to oversee the delivery of community learning in remote rural communities. Cumbria CVS will work with Cumbria Adult Education and other organisations involved in the delivery of Community Learning with a view to improving service provision and ensuring learning opportunities are appropriate for, and accessible to, people living and working in Eden.

New Business Development

We are developing links with local businesses to ensure provision of valuable services to our clients. We are:

- working with local funders to provide local training
- securing sponsorship for popular events such as our Funding Fairs and Volunteers' Week celebrations
- helping businesses to better engage with their local communities through Local to Local, our Employer Supported Volunteering programme

New Changes

Cumbria CVS is committed to providing high quality, accessible and relevant services for its clients.

As a consequence of feedback from stakeholders and clients, we will:

- prioritise services that people value, making them even more relevant to their needs
- develop and deliver tailored training packages
- further improve our events management
- introduce new and improved monitoring and evaluation processes
- improve our systems for recording and responding to feedback using systems introduced as a result of ISO and Volunteer Centre accreditation

New Funding

■ Northern Rock Foundation

We will deliver a programme of support to Trustees over two years, including bespoke training for management committees.

■ Community Meals Volunteers

We have won a contract with Cumbria County Council to support Community Meals Volunteers. Over the next 12 months, we will support and train the volunteers in order to offer a more holistic service to clients to help break down social isolation barriers and open up new possibilities.

We hope to recruit volunteers from a broader demographic and help to make the meals service more sustainable

We look forward to bringing innovation to service delivery in this project.

■ The Big Lottery Fund Supporting Change

We were awarded £40,000 to support changes to make us more sustainable in the future. This resource will be used to better market our services and ensure those who need them, know about them.

■ The Big Lottery Fund Supporting Impact

We were awarded continuation BASIS funding for a further and final year. We will use the money to change the way we work in order to offer a fully sustainable service for years to come.

■ Safer Future Communities

Funding was received to develop a Safer Future Communities Network, to support third sector engagement with the new Police and Crime Commissioner due to be elected in November 2012.

Directors

David Richardson	Chair	Leonard Coulthard	to 20/03/12
Lalik Nasmyth	Vice Chair	Norman Hird	
Patrick Leonard	Treasurer	Helen Horne	
Faye Armstrong	to 28/02/12	Martin Jepson	
Tom Bell		Jo Osborne	
Peter Bradbury		Joan Stocker	
Valerie Brook	to 22/09/11		

**“An
Outstanding
NAVCA
Member”**

Staff

Jo Barnett	Assistant Finance Officer	Lisa Millard	Development Officer
Robin Battersby	Senior Development Officer	Charlotte Morton	Assistant Finance Officer
Diane Bell	Assistant Finance Officer	Julie Mosley	Development Officer
Marie Blackburn	Representation Support Officer	Carolyn Otley	Third Sector Network Support Officer
Jackie Boustead	Administration Officer	Alison Phillips	Support Services Manager
Karen Bowen	Chief Officer	Monique Rebanks	Administration Officer
Gail Boyde	Administration Officer 30/09/11	Kirstine Riding	Research/Partnerships Officer
Jozi Brown	Senior Representation Officer	Richard Scott	Walking to Health Coordinator
Sandra Brown	Development Officer	Julie Sharkey	Administration Officer
Tony Brown	Development Officer	Deborah Wood	Cleaner (Carlisle)
Janet Cherry	County Finance Officer		
Simon Cole	Development Officer		
Helen Conway	Development Officer		
Chris Coombes	Deputy Chief Officer		
Mark Costello	Senior Development Officer		
Louise Dixon	Administration Officer		
Jenny Denham	Administration Officer		
Margot Dent	Administration Officer		
Irena Grajewska	Support Services Coordinator		
Dave Greenhalgh	Senior ICT Technical Officer		
Judith Holmshaw	County Volunteering Coordinator		
Lorraine Irving	Senior Development Officer 31/05/11		
Diane Jackson	Finance Manager		
Bridget Johns	Senior Development Officer		
Jane Johnson	Development Officer/Support Services Coordinator		
Gill Jones	Representation Support Officer		
Jane Macfarlane	Representation Manager		
Caroline Manning	Administration Assistant		
Sinead McCann	Development Officer		
Michelle McGibbon	Support Services Coordinator		
Kay McGregor	Representation Support Officer		

Volunteers

Shaun Allen	Gary Bunting
Zoe Canning	Christine Deasey
Chris Dodd	Jean Garriock
Graeme Goundry	Sheila Graham
Yvonne Graham	Dennize Hodgson
Jean Holmshaw	Diane Horner
Sandra Johnson	Linda Lee
Denise Mallinson	Dawn McFarlane
Gillian Nicholson	Roseanna Candice Nicoll
Ian Pattinson	Helen Potts
Elizabeth Stott	

Company Secretary

Karen Bowen
Chief Officer Cumbria CVS

Auditors

Dodd & Co
Accountants
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www.cumbriacvs.org.uk

Registered Office: 6 Hobson Court, Gillan Way, Penrith, CA11 9GQ. Registered Charity No: 1119671. Company Limited by Guarantee No: 06178269

Printed by H&H Reeds Printers on FSC recycled paper.

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