

Voluntary Action North Lincolnshire is a Charitable Company governed by a Memorandum and Articles of Association adopted on 19th March 1997. The date of Incorporation was 1st April 1997. Its purposes are the advancement of education, the protection of health and the relief of poverty, distress and sickness. These aims are pursued by bringing together voluntary and statutory organisations in Council and by encouraging co-operation between organisations.

The policy and general management of the affairs of **Voluntary Action** are directed by a Board of Trustees. The members of the Board of Trustees are Directors of the Company and elected to serve for three years or co-opted annually.

Board of Trustees

Chair Allen Ransome
Vice-Chair Barry North
Treasurer Trevor Caunt

All officers are members of the Finance & General Purposes Committee

We would like to record our sadness at the death of Sheelagh Dewson in July 2000. Sheelagh was a founder member of Scunthorpe Council for Voluntary Service which merged to become part of Voluntary Action North Lincolnshire. She was a loyal advocate of voluntary service and will be sorely missed.

Sheelagh Dewson	to 17/7/2000	Finance & General Purposes Committee
Dulcie Eccleston		
Linda Gilbert		Finance & General Purposes Committee
Richard Lund		
Jean Marshall	to 15/4/1999	
Nicki Mumby		
Albert Rimington		Finance & General Purposes Committee
Daljit Singh	to 16/9/1999	
Tom Swinbourne		
Adele Tasker		
Paul Thornton		
Graham Robinson		Finance & General Purposes Committee
Deborah Waddingham	to 19/4/2000	
Aileen Walker	from 16/9/1999	

North Lincolnshire Council Representative

Councillor Allan Smith

Our Aims and Purposes

Voluntary Action North Lincolnshire is an umbrella organisation working towards advancing voluntary activity throughout the community of North Lincolnshire.

The charitable purposes of our organisation (advancement of education, protection of health and relief of poverty, distress and sickness) are carried out in a particular way. We aim to support and bring together organisations that share our aims and to encourage co-operation and partnership to achieve those. Our Core activities are:

- **Service Provision** A key resource and information point for local voluntary and community organisations. This includes office services, use of rooms and equipment, advice on charity, organisation and funding matters, an information service, training, coaching and regular newsletters.
- **Liaison** This involves promoting relationships between voluntary and community organisation, and with statutory bodies and other public agencies operating within the locality.
- **Representation** Enabling the local voluntary and community sector to present its views to local authorities and other public agencies about local service provision and to take part in the planning process.
- **Development** Working strategically to benefit the local voluntary sector. Identifying local need and working with others to develop appropriate local action.



*Carole Phillips, Director VANL (left)
and Michelle Fearon, Funding Advisor,
(right)*

1999 – 2000

A year of development

Funding Advisor

To comply with the lottery contract, the project identified three key tasks to achieve in year two and these have been completely achieved. The first was to "Equip the postholder with additional skills and knowledge". I have attended a number of courses including an accredited Funding Advisors' course, Religious and Cultural Awareness, Partnership Working, National Lottery briefings and Finding the Funds. All of the courses were valuable in some way as they equipped me to answer groups' queries more easily and they provided me with contacts with which I have formed a supportive network.

The second task was "To coach individual groups applying for grant aid and provide group training". 93 organisations have been seen on a one-to-one basis and advised regarding funding or related issues. Eleven training sessions were held throughout the year on various topics, including fundraising strategies, writing better applications, budgets, setting up groups and writing constitutions, committee procedures, registering as a charity and various funders, e.g. National Lottery, Eventure and Lloyds TSB Foundation. 123 people representing 89 groups attended them. Of this figure, 31 people attended National Lottery training, representing 22 groups. Evaluation shows that all the training sessions were well received. To measure the success of the one-to-one service, a quality check questionnaire was sent to each group seen. A return rate of 51% was achieved and each form was scored and graded. Of those returned, 87% were awarded grade A = excellent service and 13% were awarded grade B = good service. Voluntary Action has also carried out an evaluation for all it's

members and the responses to the Funding Advisor have been good.

The third task was to "Identify other complementary resources in the area and publicise these services alongside the National Lottery post". An excellent relationship has been built up with key workers in other agencies to promote partnership working. I set up a Funding Advisors' Forum (North Lincolnshire) and it has already identified a number of objectives to achieve. I also attend a regional Funding Advisors' Network and sub-regional National Lottery network. The key workers in other agencies in North Lincolnshire, along with myself, refer groups between ourselves, directing people to where the expertise lies. All key workers attended my training sessions, showing a partnership team to groups.

The project has tried to identify and contact groups known to need in-depth help and also to publicise the service to potential users and to professionals likely to know of struggling groups. 55% of groups helped have been from rural areas – groups that are known to be isolated, therefore requiring additional help. 5% of groups helped were from black and minority ethnic communities – again another disadvantaged area. The 5% is proportionate to the minority ethnic population in North Lincolnshire. 9% of groups helped represented disabled people. The service is becoming well known through word of mouth, successful bids, newspaper articles and the promotion of the service by other key workers in the area.

Although the project has made good progress, it is recognised that there is still potential for a lot more work. There are thought to be twice as many groups in rural areas than in urban areas in

North Lincolnshire so the split of groups (55% rural: 45% urban) suggests that rural areas still need to be targeted. This figure has increased on year one though when the number of rural groups helped stood at 50%.

Targeting people from minority ethnic communities continues to be slow but it is felt that some impact is being made and that it will take time, due to cultural and language differences and other local 'political' difficulties.

The post has still only reached 13% of all potential groups in North Lincolnshire (7% in year one). Although not all will require funding advice, it still demonstrates the enormous role the project has to play and how continuation after the third year will be vital. North Lincolnshire has moved from rank 20 to 17 on the National Lottery Main Grants awards since the project began and from 9 to 7 with Awards For All. This indicates the success of the project but with a deprivation rank of 12; it also indicates the longer term help that groups need in order to be successful, particularly with larger grants.

Without a full evaluation, it is difficult to assess how much money has been raised in year two as a result of the Funding Advice project. However, of the 15 groups directly advised, who are *known* to have received funding, £263,500 has been raised over the last year so far. Approximately 60% of groups are still working on funding applications or waiting to hear a reply. It is hoped that the full evaluation will bring out more information on this but it must be remembered that even small grants such as £500 can go a long way for some organisations. This amount can often achieve something that will benefit many people in many ways and the

question will be how do we value the benefits that users derive from groups being able to provide something that they previously couldn't?

Due to unforeseen circumstances, the third year of the project will see a third person in the post. The plans for the year are:

- ◆ To evaluate the project to assess the success of the service,
- ◆ Calculate the amount of money brought into North Lincolnshire over the three years
- ◆ Consider the areas where the project can be developed which can be used as evidence for future funding bids
- ◆ Carry out at least 15 training sessions
- ◆ Prepare resources that groups can use, should the Funding Advisor post not be funded further
- ◆ Maintain links with partners/networks to ensure that groups have other advisors to approach after the end of the project.

Isle Community Connexions

Aimed at people made vulnerable by reason of age, disability or in the role of carers.

For the first half of the year the work of the project was centered on Crowle and included:

- ◆ Monthly lunch club
- ◆ Home security scheme, providing door guards or window locks
- ◆ Help with gardening using volunteers
- ◆ Volunteer recruitment and training
- ◆ Computer classes for the over 60's

An application for RDP funding was finally passed in October and in December, two project workers were employed to work with the project manager, initially working full-time to make up for time lost. This enabled Connexions to spread across the 240 square miles of the isle, offering similar schemes to the other 13 villages.

- ◆ Lunch clubs are now held every Monday in a different village with over 30 people attending, and also on the first Tuesday. They take place in Eastoft, Crowle, Haxey, Epworth and Belton
- ◆ The home security scheme has started in Epworth, Owston Ferry, Haxey and Luddington
- ◆ Gardening is undertaken by a volunteer in Haxey and Garthorpe
- ◆ Befriending is undertaken by volunteers in Epworth and Haxey

More volunteer training and recruitment means that there are now 10 volunteers helping with gardening, befriending, lunch clubs and office help.

- ◆ A Directory of Voluntary Organisations on the Isle has been produced with 214 entries listed in villages. This has been distributed across the Isle
- ◆ An Age Concern monthly surgery started at the Connexions office in February, and another started in Epworth in March.

For the future

In partnership with the Isle of Axholme Lions, the Countryside Agency and the North Lincolnshire Rural Transport scheme, working through the North Lincolnshire Community Transport Partnership, a community mini-bus, with wheelchair access, will be based on the Isle and will be in use shortly. The three Connexions workers will all be taking the MIDAS test to drive it for lunch clubs, outings, etc.

Because of the enthusiasm of the members of the computer classes, an over 60's CLAIT course will be started later in the year to follow on from the taster courses. Several members are in their mid 70's!

Assisted shopping trips will be arranged for those not able to travel unaided, using the mini-bus.

For Connexions on the Isle, it has been a very busy and productive year.

Core Staff Reports

Barton office

We began the year with a Voluntary Fair in Barton on 1 April 2000, which went very satisfactorily. Voluntary Fairs are becoming a regular event in Barton and people know what to expect from them.

On 15 May 2000 The Beehive – part of the *This Is Scunthorpe* website run by Scunthorpe Evening Telegraph – was launched. Voluntary Action North Lincolnshire was one of the first organisations to take up the offer of pages on the site.

Carol, Claire, Michelle and others undertook a training course in Participatory Appraisal techniques. Following this, the techniques were used to conduct a large piece of research in Brigg to find out how the community there functioned. The research itself took around 6 months to complete, visiting groups and interviewing individuals on the street and in the Local Link and Leisure Centre, and was conducted using Participatory Appraisal techniques. The final report was published in March 2001 and has been well received.

Following the first draft of the report, when it became clear that a major issue in Brigg was a lack of information, VANL founded the Brigg Community Newsletter: *About Brigg*. The first issue has been published and articles are being gathered for the second. More volunteers are still needed to help with both production and delivery.

Brigg Market Towns Initiative provided funding for the newsletter and the printing of the PA report. Ann is on the MTI management committee (?) and Carol on the Community Panel.

Work continues to set up a Participatory Appraisal network in North Lincolnshire to spread information and experiences and to keep track of people who may be able to offer help and advice in any new Appraisal that is being done in the area.

Winterton Office moved from the Library to the Local Link – only a few metres, since the Local Link was built onto the end of the Library, but now VANL has the use of an office rather than being in the middle of the Library. Winterton office is open on Thursday afternoons from 2 – 4pm.

In October Carol and Michelle became qualified First Aiders after completing a First Aid At Work course run by St John Ambulance.

Lisa Driscoll was seconded from North Lincolnshire Council for 3 months and helped enormously in the finalisation of the Participatory Appraisal in Brigg, the beginnings of a PA Network, a Voluntary Fair in Ulceby in December, and last but not least, the running of the office in Barton. The Ulceby Voluntary Fair was the first we had tried there, and it turned out to be not the best time of year to hold one. We inadvertently clashed with other events and consequently not many members of the public attended, which was sad because we were wonderfully entertained by Missing Time, a local modern folk group, and raffle prizes were donated by local businesses. VANL was very grateful to them for all their help.

A new group, Bits n Bobs, has been started in Barton to monitor and guide a pair of teenagers who raise money for local and national charities. Although very successful in their fundraising, the boys needed guidance in proper procedures and record keeping. A committee of adults now meets regularly

to keep an eye on what they are doing and advise where necessary.

A Community Lunch in Winterton in March 2001 was well attended. Lunchers heard Carole Phillips speak on the Rural White Paper.

Carol attending meetings of the new Environmental Assistance advisory committee. The first meeting in February 2001 established a basic membership and the project will offer training and other help in environmental matters, once it is up and running.

Isle of Axholme

Elizabeth Jackson continues her weekly sessions at the Crowle Community Resource Centre where she works closely with the centre staff in supporting and developing the capacity of local groups. Many new initiatives are emerging in the Isle, a Childcare Partnership and a Crime Prevention Panel.

During the year sessions were also started at the newly opened Local Link in Epworth.

She assisted in the delivery of training sessions in conjunction with Michelle Fearon, the Funding Adviser. Two very successful mixed sessions were held in the Isle during June and July. From these came many new opportunities to be involved with local groups and identify their many needs.

From the funding opportunities the need for constitutions arose and therefore a significant proportion of time has been spent on this type of work.

Brigg

It has been an eventful year for Brigg. Voluntary Action carried out a Participatory Appraisal asking about Community Spirit in the area. This

involved talking to groups of people and individuals and their answers were recorded at the time giving their perceptions of all aspects of life in Brigg. Resulting from comments in the report about the lack of communication between voluntary groups and also with the statutory services, an open meeting was called to consider producing a Community Newsletter for the town. This was a Voluntary Action initiative involving various members of the local community and it is anticipated that the project will be taken over by local people. The first quarterly newsletter was printed and delivered in March to 2700 households, using volunteers. This was a great achievement by the whole community.

As part of the pilot scheme, Brigg was selected as a town in the Market Towns' Initiative. The Countryside Agency and Yorkshire Forward are providing funding amounting to £300,000 over 3 years and a first year grant of £30,000. This means that when matched with 50% funding from other sources, substantial projects can be carried out in the town for the benefit of the whole community and the surrounding villages. Brigg Newsletter was selected to receive a grant from the first year funding, together with the final VANL report of "Investigating Community Spirit in Brigg". Two other projects receiving funding were the Brigg Bandstand (Brigg Civic Society) and the Brigg Town Council's signage project (finger posts and town boards). Of all the pilot schemes, Brigg was the only place to take up first year funding (this would have been lost after March 2001) – so well done Brigg!

Ann is continuing with the steering group of the Market Towns Initiative, Brigg Newsletter and Brigg Community Association (Horse Fair).

There is a steady request for office services and some volunteers although

more are always needed. Ann also has Funderfinder available on her computer if needed and help with Charity registration and constitutions if required.

Scunthorpe

The Scunthorpe office has been busy throughout the year providing office services for our members. Members total 220 for the year ended 31st March 2001, of which 27 were new.

Twelve updated versions of the 'Self Help Diary' have been sent to the Scunthorpe Evening Telegraph for publication.

A display was mounted in the Library for Volunteers Week, and the Volunteer Co-ordinator attended a Careers Fair at Coats Viyella where workers about to become redundant could obtain information about voluntary work. An evening careers information fair was also attended at the Careers Service office.

A total of 67 people were interviewed and placed with voluntary organisations and new contacts were made with organisations seeking to recruit volunteers.

Barton Community Connexions

Apna Sahara Service

Over the last year Apna Sahara has had many changes but still the team has worked extensively. The targets set by the Apna Sahara team and their funders have been met. Through this year we were short of our Assistant Manager who was on secondment with Crosby 21.

The team had decided near the beginning of the year to move to Laneham Street. They felt it would be to their advantage and a move to independence. The deadline for the move was December 2000. The Apna Sahara team never stopped working and moved to their own place in December.

1. Elderly Survey

Early in the year the team conducted their first survey. This survey was with the elderly South East Asian community, to see how much this part of the community knew about the services provided by Social Services. The survey was carried out and its findings helped us to carry out a survey on a larger scale with most of the South East Asian Communities.

2. Major Survey

The second survey was advertised on Asian radio broadcast and in the local paper. We were hoping to gain access to the people who do not use the Apna Sahara service. We were lucky enough to have Bob Dawson on secondment from North Lincolnshire Council. Bob was able to access the temples, mosque and other ethnic minority communities, thus enabling us to gain a wider view.

3. Steps to independence

Apna Sahara has continued to develop in the direction of supporting and

strengthening the infrastructure of the South East Asian communities.

- a) Around 45% of our clients are now attending their appointments themselves; they access services themselves and even arrange appointments etc.
- b) Women are now looking at going into training and maybe starting work.

4. Community Safety

We have been successful in gaining £3000 from the Community Safety pot to train the team to deliver assertiveness and confidence building, which they will be delivering to their sections of the community. The women will also be receiving basic personal safety training.

5. Translation

Around 30 different types of leaflets have been translated. These included formats of A5 leaflets, posters, information booklets and fact sheets from North Lincolnshire Social Services.

Following the translation, the information is then distributed enabling us to give important information to the community. This helps save time for the team because on many occasions they can leave their clients accurate information in their appropriate languages. Verbal and written translation work is continuous.

Several signs have also been translated for five venues including places such as the local hospital and the Local Links. This again has been a benefit for the team as translated signs make the places friendlier and enable our clients to find their way around.

6. Training

Some of the most important parts of Apna Sahara's work are the training

days, not only the days we hold for service providers but for the community.

The outcome of the free training days that we hold for the service providers are:

- ◆ The service providers have a clearer and better understanding of the cultures and religions of our communities. Over this year we have trained at least 135 service providers.
- ◆ Trainees have come from many different backgrounds, e.g. Social Services, Health and Environment, Health Visitors, Voluntary Organisations, etc.
- ◆ Service providers take the information to the organisations they deal with, who then either request training for themselves or places on our training days. Organisations such as the Probation Service and local training providers are requesting training from Apna Sahara.

We have carried out two types of workshop for the community:

- ◆ Requests from the community, eg safety, benefits, healthy eating, etc.
- ◆ Requests from service providers, eg awareness of housing, training available, etc.

7. Awareness Sessions

We have held consultation sessions with the community to raise awareness of what services are available from North Lincolnshire Social Services. For the women's session we attracted 20 women from different communities. The session was to briefly explain what services are available. These sessions have proven to be very beneficial.

The outcomes were:

- ◆ Someone inquired about fostering and showed an interest in becoming

a foster parent. Someone was also inquiring about adoption.

- ◆ Overall the women asked for further sessions on services around children, adults and housing.

The men's session did not attract as many men (only 6). However, the session was an eye-opener (as reported by someone who attended). The men also request further sessions.

The next session on services for children is to be held before the end of this financial year. However, depending on funding we hope to hold further sessions.

The low turnout by men has highlighted a gap in our service. Therefore we have put in a Lottery bid, and if successful we will employ a male worker to work with the male population in the community. Hopefully we shall hear from the Lottery Board by the end of March.

8. Panel

A panel of men from the local Ethnic Minority Communities has been set up by the Service. The first meeting was attended by five men. We received two apologies. The panel raised several issues including:

- ◆ That Apna Sahara's new place was seen as a positive move: the community would now have more ownership.
- ◆ The consultation sessions with interpreters were very beneficial.
- ◆ Through the Panel and Apna Sahara the communities might be able to have a voice.

Further meetings have been organised with the hope of attracting more men with a maximum of twelve.

9. Young People

After the success of the Comic Relief project where we held various sessions enabling young people to gain

information on various topics such as looking after yourself, well being, substance misuse, etc., Apna Sahara were continuously asked by the young people of the community to do more work with them. They felt that there were many things being done for the adults of the community and felt that there was nothing recognising their needs. So Apna Sahara consulted the youth and asked them what they wanted. Most of the youth asked for various activities from cooking, football, art, trips out --all keeping religion and culture in mind. This enabled Apna Sahara to put in a bid for money to enable them to carry out this work from Children in Need. We will hear from Children in Need by the end of March.

This project will be a 3-year project. Over the 3 years we hope to hold several sessions which will attract an average of 15 young people per session.

10. Other Communities

Overall our work aims to prevent crisis and if we can't we hope that we have enabled members of the community to access help where and when they need it. We are also expanding our services to other communities. At present we have about 4 – 5 families on record who are not from the South East Asian communities.

We have started engaging with other communities and seeing where we can help and work with them. These families are Somali, Saudi Arabian and Yemeni.

One of the issues that we are dealing with at present is Chinese classes in Scunthorpe. There is a considerable number of Chinese people in Scunthorpe and at present they are travelling to Doncaster. Together with members of the Chinese community we are exploring what we could do to develop classes here in Scunthorpe.

11. Future

One of the things we have in the pipeline is to have a community newsletter. This would enable us to update members of the community on various issues. This is a proposal that will be put forward to the panel.

We are also hoping to get some women interested in setting up a female panel. In this way we hope to have the views of both men and women.

If successful with our Healthy Living Centre bid, Apna Sahara hope to organise various activities for the elders of the community. There are minimal activities for this part of the community, and we feel that there should be something which they would accept, culturally and religiously.

Depending on funding, Apna Sahara hope to explore many new issues over the next year. As always each year Apna Sahara have plenty to report and so much new information for everyone to work on.

Other news

We lost Rapinder, who left to get married and moved to Derby where her husband lived.

We gained Asma (Rapinder's replacement), who has put another language on our list that we can communicate with.

Now our team can provide verbal information in Urdu, Punjabi, Hindi, Bengali, Pushto, Gujerati (Asma's language), and not forgetting English.

We learned a lot from our secondment from North Lincolnshire, Bob Dawson, who helped us complete our major survey and apply for various different types of funding. It was great having Bob with us and it was educational for us and for Bob.

Sajda gained management skills during her secondment with Crosby 21.

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Asma and Neseem gained important and useful information by attending a parenting project assessment course.

Asma can now help the team prepare presentation information on MS Powerpoint. She has got our e-mail up and running and has also had training on e-mail.

Neseem managed to get at least 6 households a Heat & Efficiency grant and has been tackling the internet at home.

Overall, the team has had many achievements over the year.

Core Staff

Carole Phillips	Director
Barbara Diggle	Deputy Director
Jean Bradley	Finance Officer
Michelle Fearon	Funding Advice Worker (until April 2001)
Jan West	Funding Advice Worker (from April 2001)
Liz Crowston	Resource Worker (Scunthorpe) and Community Transport
Ann Ford	Resource Worker (Brigg)
Yvonne Hollis	Resource Worker (Scunthorpe)
Elizabeth Jackson	Resource Worker (Isle of Axholme)
Carol Thornton	Resource Worker (Barton and Winterton) and Information Technology

Crosby 21 staff

41 Frances Street, Scunthorpe. DN15 6NS

Team Leader: Sajda Shah

Support Workers: Marie Allcock
Jean Witting

Apna Sahara Staff

41 Frances Street, Scunthorpe.
DN15 6NS

Manager – Dali Khan

Assistant Manager – Sajda Shah

Community Development Workers

- Aleya Khatun
- Neseem Mehmood
- Shibli Zaman

Admin Support Worker

- Rapinder Hayre
- Asma Wadi

Community Connexions – Isle of Axholme

High Street, Crowle

Manager: Jean Leadbeater

Community Support Workers:
Esme McQuillan
Pat Turner

Community Connexions – Barton

50 Holydyke, Barton on Humber

Manager Sue May

Project Worker Claire Wilkinson

Home Maintenance & Gardening Co-ordinator

- Terry Holmes

Voluntary Action Offices

41 Frances Street, **Scunthorpe** DN15 6NS

Monday – Friday, 8.30 – 12.30, 1.30 – 5.00 (Closed Friday afternoons)

The Assembly Rooms, Queen Street,

Barton-on-Humber. DN18 5QP

Monday – Friday, 9.00 – 12.45, 2.00 – 5.00.

Brigg & District Local Link Office,
Station Road, **Brigg**. DN20 8XB

Tuesdays, 10.00 – 1.00.

Winterton Local Link Office, The
Library, West Street, **Winterton**.
DN15 9QF

Thursdays, 2.00 – 5.00.

Crowle Local Link Office, Chancery
Lane, **Crowle**. DN17 4HN

Fridays, 10.00 – 12.00

Epworth Local Link, The Library,
Chapel Street, **Epworth**.

Mondays, 2.00 – 4.00

Signed:

Chairman, Voluntary Action North Lincolnshire

Financial Affairs

Signed:

*Trevor Caunt
Treasurer, Voluntary Action North Lincolnshire*

Statement of Trustees' Responsibilities

Charity Law requires the Trustees to prepare financial statements for each year. The Trustees are also responsible for keeping proper books of account with respect to the affairs of the charity.

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Voluntary Action North Lincolnshire - **Membership List 1999/2000**