



# Newsletter

Winter 2007

Making a Difference Together

## THE STATE OF THE SECTOR

In the context of the changing nature of the Voluntary and Community Sector (VCS), as all the new terminology surrounding us indicates, we are facing an enormous increase in expectations deriving from this Government's agenda. The sector is hugely diverse ranging from multi-million pound national and international operations through to tiny self help local groups. Regulation and compliance requirements are much higher across the board, resulting in rising back office costs. In fact no one can deny that we struggle with this at times.

Now is a critical watershed for the VCS, particularly in Kingston-upon-Thames, where many need to examine why they are in the place they are now and what strategies they are going to put in place to steer them through these turbulent times. It would, at the very least, be prudent to look where (or with whom) they need to engage:

- **How well are they linked into KVA?**
- **What are the opportunities for merger or partnership working?**
- **Look at the National, Regional, Sub-regional and local indicators of change to enable them the vision to move on from their traditional modes of operation.**

Core funding is a major issue for the VCS nationally, Lottery funding has never been flowing freely into 'Leafy Kingston' (and in fact seems at its worst currently) and our key funding statutory partners RBK and KPCT are themselves tackling huge financial pressures. We sorely miss the significant funding of £500K put into the local VCS by KPCT through Joint Finance, much of the profile of the sector that we see today in Kingston derives from that pump-priming source. There will be ever increasing pressures through the onset of commissioning and it will be important for the VCS to be 'fit for purpose' when these winds of change blow.

As Fred Randall, the first General Secretary of KVA (then KCVS) and later a Trustee, once said at a Board meeting some years ago 'We need to get this message to the sector "Why let a problem become a crisis"? As with most things in life, things come around and this statement once again resonates in today's climate surrounding the VCS.

For me within those seven words lies a wealth of wisdom and meaning. Be constructive, observe carefully the surrounding environment and its trends, recognise the need to stop some things and start others. Be innovative, be flexible, be positive and most importantly remain in control.

**Sadly Fred passed away recently, at the end of November – we will miss him and his wise words.**

*Hilary Garner, Chief Executive*

### Inside this edition:

Page 3	KVA News
Page 4/5	Local Bulletin
Page 6	Children & Young People
Page 7	Training
Page 8	Funding
Page 9	Community Accountancy
Pages 10/11	Health & Social Care
Page 12	Notice board

Attached to this edition:  
KVC Newsletter

# KVA Staff

**KVA:** Tel: 020 8255 3335

Hilary Garner, Chief Executive  
Lynda Evans, Deputy Chief Executive  
Jackie Bennett, Business Manager  
Linda Palmer, Finance / Admin Worker  
Maria Tunmer, Health & Social Care Manager  
Zahida Saddiq, Community Development Worker  
Julie Woodhouse, Community Accountant

**Kingston Community Furniture Project**  
Tel: 020 8942 5500

Jim Christmas, Operations Manager  
Adrian Collins, Administrator  
James Deane, Driver/Volunteer Co-ordinator  
David Thompson, Warehouseman/Driver

**Superhighways Partnership Team:**

Tel: 020 8255 8040  
Kate White, Project Manager  
Maher Al-Ugaily, Operations Project Manager  
Marcus Otite, Emmanuel Oduro,  
Ngozi Mayo, - ICT Support Workers  
Richard Exworthy, Membership & Marketing  
Secretary

**Kingston Volunteer Centre:** Tel: 020 8255 8685

Maria Jarvis, Manager  
Chris Guinness, Buddy Scheme Co-ordinator &  
Volunteer Involvement Project Co-ordinator  
Pat Stanley, Volunteering Outreach Worker

**Partnership Worker:** Tel: 020 8288 7717  
Jacqui Finn, South London CVS Partnership  
Co-ordinator

## Mission Statement

**KVA leads community engagement creating opportunities for organisations and individuals to empower them to reach their full potential, so that they make a difference to their communities.**

## Newsletter Information

KVA's Newsletter is distributed free of charge four times a year to all known voluntary organisations in the Borough, key personnel in the statutory sector as well as local councillors. Copies are also distributed to libraries, doctors' surgeries and schools. The Newsletter provides an opportunity to promote your organisation or forthcoming events. We welcome material and comments for inclusion. Inserts can be included by prior arrangement. Insert costs are £50 for statutory bodies and £30 for voluntary organisations. The Newsletter can be put on tape if required. It can be downloaded from KVA's website in pdf format.

We are always looking for articles, news and information on matters affecting voluntary and community groups in Kingston. If you would like to submit an item to the Newsletter please contact Linda Palmer on [lindap@kva.org.uk](mailto:lindap@kva.org.uk) or phone 020 8255 3335. If you have an amendment to our mailing list please contact Linda Palmer.

Copy Deadlines

Spring Edition– 20th February



South London CVS Partnership  
strategic but local

Learning+Skills Council  
London South



Kingston NHS  
Primary Care Trust



**Disclaimer – information contained in the Newsletter & inserts come from a wide range of sources. Opinions or statements expressed may not necessarily reflect those of KVA. KVA aims to ensure all information is correct and up to date.**

**KVA Membership.** Membership of KVA is open to all voluntary and community groups who are based or work in Kingston. For details of how to become a member contact Linda Palmer, email [lindap@kva.org.uk](mailto:lindap@kva.org.uk)

**On behalf of the KVA Executive Committee, staff and volunteers, we would like to thank all our readers for their interest and support over the last year and to send our best wishes for 2008.**

Could we also remind you to let us know if the contact details for your organisation have changed so we can update our records. Please email Linda Palmer:  
lindap@kva.org.uk or call 020 8255 3335.

## **Social Enterprise Network**

This new network is a platform to discuss experiences and concerns on income generation with real life examples of organisations that have become social enterprises or are thinking about moving towards taking a social enterprise approach. Guest speakers are invited to share their knowledge and expertise on the broader regional and national pictures. It is a place to share experience and respond to members' needs for information. Also to support and learn how a social enterprise approach might work for the diverse range of VCS organisations in KuT.

For further details look on:

<http://www.e-voice.org.uk/ksen/>

## **Advice Providers Forum**

This forum (chaired by KVA) has been specifically developed for front line advice workers. In particular it targets small community based providers so as to create a broad diversity within the forum's membership. Networking is recognised as highly important and beneficial. The forum aims to create a referral system where clients get the right kind of help at the right agency in order to speed up the process, reduce the burden on agencies and to offer better quality advice and assistance.

For further details look on:

<http://www.e-voice.org.uk/advisorsforum/>

## **Kingston Community Furniture wins Guardian Green Award**

At the Borough Awards Ceremony on Monday 8 October Kingston Community Furniture won the Green Guardian Award for Green Group of the Year for Kingston and were Highly Commended regionally on 16 November.

This recognised the tremendous increase in work handled by the Project over the year both in diverting waste away from landfill and supplying furniture to people on low incomes.

Congratulations to all the staff and particularly all the volunteers involved.

Tel: 020 8949 5500

Web: <http://www.e-voice.org.uk/kingstoncommunityfurniture/>

## **Superhighways Membership Update**

Since the launch of our new membership packages in August, we have successfully moved towards meeting our targets. Please contact Richard Exworthy asap on 020 8255 8040 or [membership@superhighways.org.uk](mailto:membership@superhighways.org.uk) if your organisation would like to join or if you have any questions regarding the membership scheme.

## **Kingston VCS Learning Forum**

As part of the Community Connected project Phase 2, Superhighways will be building further ICT infrastructure to support voluntary and community sector learning providers to manage and deliver learning (both externally to their clients and users and internally to staff and volunteers).

We will be holding our first forum meeting on Thursday 17th, 24th or 31st of January so please email [lindap@kva.org.uk](mailto:lindap@kva.org.uk) if you are interested in attending.

We will be carrying out 'ICT & Learning Provision' Healthchecks with 10 groups in February and March to identify needs and equipment purchased as appropriate.

**The Superhighways HelpDesk** Tel: 020 8123 8079 or [support@superhighways.org.uk](mailto:support@superhighways.org.uk) will still be available to all organisations at no charge. This service is for troubleshooting and queries taking up to an hour to solve via the phone, email or remotely accessing your systems.

# Local Bulletin

## Age Concern Kingston, with funding from Comic Relief, are developing a Volunteer Visiting Service, providing

vulnerable older people living in Kingston residential care homes, a "Home Buddy".



Residents can self refer, also relatives or friends and professionals such as Care Managers and Social Workers. The aim is to promote the older person's emotional wellbeing and social interaction in the home or in the community.

Friendships are a valuable commodity when adapting to change, the volunteer "Home Buddy" will support older people by listening, talking and supporting them to ensure they manage the various changes within the residential home setting.

Sharon Fleming, Project Coordinator is to recruit and support volunteers who will in turn become a "buddy" to identified residents who would benefit from this resource. Volunteers will receive training to prepare them for the role as well as the benefits from volunteering with a charitable organisation that has recently been recognised for its innovative intergenerational projects, with an award from the Queen!

I am really proud to be developing this new resource and look forward to working with a variety of people, to achieve and ensure that the older people in care homes in Kingston are empowered and given the best quality of care.

**Contact Sharon Fleming, Project Coordinator for more details:**

**tel: 020 8942 8256**

**Visit the website  
www.ageconcernkingston.org**

**Email: Sharon@ageconcernkingston.org**

## Harvest Trust Holidays for Children 2008

Do you know 12 children in real need of a break?

Harvest Trust is a charity which provides free seaside holidays for groups of disadvantaged children. The holidays are for groups of twelve children between the ages of 8 and 12, and are based at the Trust's own holiday centre in West Wales.

All of the week-long holidays take place between April and September and are organised in partnership with schools, community groups and child care organisations. The holidays are of benefit to many children with wide ranging needs but the Trust specialises in simple, 'no pressure' holidays which particularly benefit withdrawn children with low self esteem who need space and encouragement to build self-confidence.

Harvest Trust provides all accommodation, transport and admissions free of charge. Your organisation need only buy food and provide three adult workers to accompany the children.

Application forms are available NOW for the 2008 holiday season. For more information and a brochure and application form please telephone 01559 371190 or visit our website at [www.harvesttrust.com](http://www.harvesttrust.com). Closing date for applications is 31 January 2008.

### Malden Emergency First Aid Society (MEFAS)

MEFAS hall for hire - Facilities include overhead projector, flip chart, DVD player, en suite kitchen. The hall is suitable for training courses and meetings and has the maximum capacity of 60 people.

There is free parking available after 6.30pm.

Charging: Charities £16 per hour, commercial £20 per hour, with a discount for regular bookings.

To book the hall contact Gwyn Isaac Marketing & Recruitment Manager, 17 Egmont Road New Malden KT3 4AS.

Tel: 020 8241 8819 or 07966 66 1015

Email: [gwynatmefas@yahoo.co.uk](mailto:gwynatmefas@yahoo.co.uk)

## The Hook Centre, Hook Road

The Hook Centre opened in January 2007. The Centre is a multi functional building with a recording studio, learning centre, public library, housing office, Citizens Advice Bureau Service, crèche and café.

In addition the Centre has 'community' spaces that can be hired by organisations or individuals for meetings and activities.

To assist organisations wishing to 'start up' in the Hook Centre we can offer reductions in the hall hire charges.

All voluntary, cultural, leisure, learning and community bookings will be charged at the non commercial rate for their first booking (e.g. a 'one off' event such as a craft display and sale of work or children's party) or for the first six months of operation for organisations and individuals setting up a weekly or monthly class e.g. classes for Pilates, dance, yoga.

To check hall availability or to make a booking telephone 020 8547 6477.

If you have any questions, staff at the Centre will be pleased to help you.  
Or contact me by phone (0208 547 6423)

or by e mail ([Barbara.lee@rbk.kingston.gov.uk](mailto:Barbara.lee@rbk.kingston.gov.uk))

Full details of the Hook Centre can be seen on the council web site at

[www.kingston.gov.uk/libraries/the\\_hook\\_centre](http://www.kingston.gov.uk/libraries/the_hook_centre)

## MeWe launches Social Enterprise

MeWe has been using Open Source software since its founding in 2001 and since then has employed Open Source in all projects and in the organisations IT infrastructure - from servers to desk-top.

MeWe has won the rights to be the only Linux Professional Institute (LPI) approved training partner in London and the SE. The national ICT hubs have recently created a partnership with LPI to certify voluntary sector IT staff in Open Source implementation.

MeWe offers training and certified exams to the public and also the voluntary and community sector in this rapidly growing (and virus free!) alternative to Microsoft Windows.

**Cheap office space to voluntary and community groups** - MeWe is offering cheap desk space or 'hot-desks' for rent in a shared office close to central Kingston. A hot-desk provides professional office space and facilities without large monthly rental and running costs.

There are no long leases to sign and no hidden extras. Organisations can rent from as little as one day a week.

Our newly decorated office is fully furnished complete with telecoms, broadband and storage space.

### Facilities include:

- 24/7/365 access
- 54 Mbit wifi & 8 Mbit backup broadband
- Colour printer & scanner
- Fax machine
- Optional VoIP phone-line (£7 per month)
- Basic IT support
- Communal kitchen area
- 10 minutes walk from Central Kingston, bus and train stations.

**Call 0208 974 6641 or 077217 36538 to arrange a viewing.**

**Also visit [www.mewe.org.uk](http://www.mewe.org.uk)**

---

**Kingston Gujarati School** holds Gujarati language classes every Friday evenings from 7.15pm to 9.15pm at Hollyfield School in Surbiton, Surrey.

The school has been running since May 1987 and will be celebrating its 21st birthday in April 2008. The Gujarati language is taught to anyone who comes from Gujarat in India and wishes to learn it as a mother tongue language or it is taught as a second language to someone who is not of Gujarati origin. The fees are £95.00 per annum only.

For further details visit [www.gujaratischool.co.uk](http://www.gujaratischool.co.uk)

The Kingston Gujarati School was selected to showcase its PQASSO (a quality management system) work at the prestigious '10th Anniversary PQASSO Celebration' event organised by Charities Evaluation Services at Royal Festival Hall, South Bank, London on 13th November 2007.

# Children & Young People

## Workforce Strategy Partners Programme

KVA has received funding from the Children's Workforce Development Council for the Workforce Strategy Partners Programme (2007-2010).

This programme builds on the recommendations from our earlier 'Children First' pilot project which involved the private and third sectors in the Every Child Matters Agenda and the Children's Trust arrangements including:  
Representation, integrated working practices and workforce development.

The Project is linked to Kingston's Children's Trust Workforce Development Sub-Committee including its Development Plan and performance indicators.

## RBK Learning and Children's Services has recently appointed a dedicated Common Assessment Framework,(CAF), Lead Professional and ContactPoint Training Officer, Shahilla Barok-Dokal.

Shahilla comes to Kingston having worked for a voluntary sector organisation in Hounslow for a number of years.

*'I am very excited about my new role as I know it will be a challenging and interesting one, ensuring that everyone is fully supported and kept informed about CAF, ContactPoint and the role of Lead Professional.*

*I am looking forward to meeting with many of you in my new training role within the Royal Borough of Kingston'.*

The following training courses are being run from January through to July 2008.

## Every Child Matters Introduction to information sharing and CAF Level 1 Training

**Aimed at** all staff in children's workforce, schools, healthcare, early years, voluntary organisations who directly work with children

### AIMS and Objectives

- What makes a child vulnerable
- Why it is important to share information on vulnerable children
- How to share information legally
- Introduction to The Common Assessment Framework (CAF)

- Future Developments: Contact Point
- How the CAF relates to ASKK and can trigger a multi-agency response with the appointment of a lead professional

**The first two dates for this course are 15th January from 9.30 - 12.30 at the Star Centre and 17th January from 2 - 5 pm at King Charles Centre.**

## Every Child Matters CAF in Practice Level 2

**Aimed at** all staff in children's workforce who have completed level 1 CAF training, who have been identified by their agency and are likely to complete a CAF as part of their role.

### AIMS and Objectives

- The potential impact of the CAF
- Enabling the CAF process locally
- Deciding when a CAF would be helpful
- CAF and the Lead Professional
- The difference between CAF and other assessments
- Undertaking a common assessment (CAF Practice)
- Improving multi-agency working locally

**The first two dates for this course are 22nd January from 9.30 - 12.30 and 5th February 9.30 - 12.30, both at King Charles Centre.**

## Every Child Matters Lead Professional (LP) Training

**Aimed at** all staff in children's workforce who have completed Levels 1 and 2 CAF training, and have been nominated by their agency to potentially act as Lead Professional.

### AIMS and Objectives

- The rationale for the lead professional (LP)
- The vision, functions and accountabilities of the lead professional (LP)
- How a lead professional is selected
- The skills required to be a lead professional
- The recommended context and management framework for LPs

**The first two dates for this course are 24th January 9.30 - 12.30, venue to be confirmed and 7th February 9.30 - 12.30 at King Charles Centre.**

For further information or to book places please contact Carol Wicks on 020 8547 6092 or email [carolw@rbk.kingston.gov.uk](mailto:carolw@rbk.kingston.gov.uk)

## Community Development

KVA, through our Community Development Worker, provides information, advice and support to voluntary and community organisations on a wide range of issues including:

- how to set up a group
- how to draw up a constitution
- how to register as a charity
- roles and responsibilities of a management committee
- financial and human resource management
- fundraising
- PQASSO
- Training

### Practical Quality Assurance System for Small Organisations (PQASSO)

PQASSO is a quality assurance system that has been designed specifically for small and medium voluntary sector organisations. It is designed as a workpack, it is simple and straightforward to use, offering a flexible and staged approach to implementing quality.

PQASSO covers twelve quality areas and promotes continuous improvement through self-assessment. It helps staff and management committees identify what the organisation is doing well and what needs to be done in order to improve. The areas are:

- **Planning for quality**
- **Governance**
- **Management**
- **User-centred service**
- **Staff and volunteers**
- **Training and development**
- **Managing money**
- **Managing resources**
- **Managing activities**
- **Networking and partnership**
- **Monitoring and evaluation**
- **Results**

PQASSO is an evidence based system. The evidence is used to demonstrate that the organisation has achieved a particular level for each of the quality standards. These standards are based on best practice and regulatory requirements.

### Implementing PQASSO Training

**Thursday 24 January 2008 from 10-4pm**

Please contact Zahida Saddiq - details opposite

### Superhighways Online ICT Training

We still have licences for a range of applications valid until March. For details please email [training@superhighways.org.uk](mailto:training@superhighways.org.uk)

**Evoice** This exciting tool allows your community organisation to have its own free website. The website can be changed and updated from any computer and does not require specialised software. The editing pages are password protected.

You can use it to promote your organisation and share information.

Evoice has a 'members only' area so you can share useful, but confidential documents for your clients and/ or you management committee. You could have both a public and a private page.

If you already have a website you can use the tool to link directly to your webpage. You will be listed on the evoice website so this will make it easier for people to find your organisation.

Please use the link below to view the Kingston e-voice site and those of community groups in Kingston upon Thames.

<http://www.e-voice.org.uk/kingston-upon-thames/>

We hold quarterly training sessions. Email: [training@superhighways.org.uk](mailto:training@superhighways.org.uk) if you would like to attend future training sessions.

### Governance Training

KVA can now plan, organise and deliver management committee training using the Code of Governance. We can organise sessions in the following areas of governance:

**Duties and responsibilities of trustees**

**The role of the board**

**Governing or managing?**

**Understanding your stakeholders**

**Thinking creatively**

**Building an inclusive and diverse board**

**Your role on the board**

Please contact Zahida Saddiq, Community Development Worker on 0208 255 3335 or email [communitydevelopment@kva.org.uk](mailto:communitydevelopment@kva.org.uk) for further details regarding the items featured on these pages and to book a place on the training courses.

# Funding

**The Heritage Lottery Fund (HLF)** supports not-for-profit, charitable and statutory organisations in running projects around the diverse heritage of the UK. Whilst HLF are known to fund historic houses and museums, we also fund projects by community groups, under our small grant programmes: Young Roots (£5,000-25,000), Your Heritage (£5,000-50,000).

Kingston does not currently get its fair share of HLF funding and we are particularly keen to hear from the not-for-profit sector in the borough. We welcome applications for heritage projects that meet our priorities:

- Promoting education and access
- Enabling people to get involved in their heritage, e.g. through volunteering, apprenticeships, training or employment
- Reflecting the diversity of London's cultural heritage

If you are unsure if your project would be a priority for HLF funding, you can complete a pre-application form via our website or in writing. Link to pre-application advice form:

<http://www.hlf.org.uk/English/HowToApply/OurGrantGivingProgrammes/Pre-applicationadviceform/>

## What's happening in 2008?

In 2008, we will be changing the Young Roots, Your Heritage and Heritage Grant programmes and introducing a simpler, faster application and assessment process. While competition for funds may increase, HLF will remain the biggest funder of heritage in the UK distributing some £180 million in awards per year.

The new application materials will be available next April, but the new programmes will not be open until September 2008. Applications under the existing Young Roots and Your Heritage programmes will be accepted until 30th June 2008 and until 31<sup>st</sup> March for Heritage Grants.

For help and advice, please contact Nighat Taimuri, Development Officer,  
Tel: 020 7591 6121 or email: [nighatt@hlf.org.uk](mailto:nighatt@hlf.org.uk)

**Advice Plus** aims to help people in need access good quality advice on their legal rights and responsibilities, so that they can avoid or overcome disadvantage.

Application closing date: 1 April 2008

Minimum grant: £10,000 Maximum grant: £500,000

Total available: £50 million between 2006 and 2009 (£20 million in round 2)

Look on the website to see the criteria for applying: [www.biglotteryfund.org.uk/prog\\_advice\\_plus.htm?regioncode=-ne&status=theProg](http://www.biglotteryfund.org.uk/prog_advice_plus.htm?regioncode=-ne&status=theProg)

## Want to provide new football opportunities in your community? The Football Foundation can help you meet the cost of providing new activities.

Apply for a Football Foundation community small grant - applications are welcome from community groups, youth clubs, football clubs, schools and supplementary schools, organisations with an income of less than £15,000 a year are particularly welcome to apply.

The Football Foundation can fund: training courses, hire of qualified coaches, hire of referees, publicity and promotion, recruitment events to find new players, first aid kits.

Only new activities can be funded.

The foundation will fund up to 90 per cent of the total cost of a project, up to a maximum of £9,000.

For more information visit the Football Foundation website: <http://www.footballfoundation.org.uk> or call on 0845 345 4555.

## The Jack Petchey Foundation is a new funder for Kingston upon Thames.

Examples of what the Foundation is likely to support include:

- Clubs & youth groups that demonstrate that they are enabling individuals to achieve their potential take control of their lives and contribute to society as a whole.
- The training of youth leaders.
- Projects that assist young people to overcome problems that prevent them reaching their potential. These may include addiction, homelessness and ill health.
- Projects that help develop self-esteem through involving young people in sport and other worthwhile activities. Youth organisations, Scouts, Sea Cadets, Police Cadets, Guides, Army Cadets.

The website contains more information: <http://www.jackpetcheyfoundation.org.uk/>

**We are delighted to announce the launch of Londonations** - Barclays is donating £100,000 from the Barclays Community Investment Fund to support 50 London-based charities who strive to improve the lives of London's communities. The Londonations initiative is in partnership with Metro and Capital Community Foundation.

Grants of £2,000 are available and registered charities with an annual income of less than £100,000 may be eligible to apply. Further details and an application form can be found at [www.londonations.org](http://www.londonations.org)

## Community Accountancy website launched!

The Community Accountancy Project called 'ACCOUNT' has recently launched its own website. The Account project covers the boroughs of Kingston, Richmond & Hounslow. Here is the link to the website:-

<http://e-voice.org.uk/account>

The website is aimed at providing voluntary organisations with an accessible 24 hour catalogue of financial information. It will supply users with the following; -

**NEWS:** - This will inform groups of new events coming up, any relevant financial information or publications relevant to the sector.

**EVENTS:** - This will advise groups of future training opportunities. Recent events have included Full Cost Recovery, Excel training, Intermediate and Beginners and 'Seeing the Bigger Picture' financial training for staff & trustees.

These events have been well supported so a big thank you to all who attended.

**FINANCIAL TRUSTEE TRAINING:** - This features a promotion for Financial trustee training which allows you to receive trustee training as part of your board meetings on such topics as 'understanding the accounts', budgeting and project accounting.

Also as a new feature we bring to you 'Trustee Gym' providing you with bite sized learning chunks as we appreciate for busy trustees it is not always possible to commit to two hours of training

**FINANCIAL GUIDANCE MATERIALS & TOOL-KITS:** - Here you will find a wealth of topics from the Finance Hub amongst others on subjects such as tools for trading, social enterprise, reserves and financial controls.

**SORP 2005:** - Various guidance that explains SORP in an accessible way.

**FINANCIAL HEALTHCHECK** – This involves the Community Accountant conducting a 1 and 1/2 hour meeting highlighting any weaknesses in your organisation.

**AUDIT & INDEPENDENT EXAMINATION** – This explains what is meant by these phrases & the relevant scrutiny required dependent on your level of income.

**GLOSSARY OF TERMS** - This helps you understand such terms as accruals, prepayments & restricted funds.

The website is updated regularly so I welcome your comments and please feel free to call me or book an appointment if you require any further information.

Contact: Julie Woodhouse Tel: 020 8255 8509 or e-mail [juliew@kva.org.uk](mailto:juliew@kva.org.uk)

The NJC negotiations for the salary scales for 2007/08 have resulted in an agreement. The employers' revised offer made in August of 3.4% on scale point 4 – giving a new bottom rate of £6 per hour - and 2.475% on all other scale points, has been accepted. Contact Linda Palmer if you would like a copy of the NJC scale: [lindap@kva.org.uk](mailto:lindap@kva.org.uk) or download them from <http://www.navca.org.uk/localvs/scales/>

## 'service delivery threatens independence'

The third sector's increased role in public service delivery is stifling its distinctiveness and damaging its contribution to civil society, according to new research by the Carnegie UK Trust.

The trust's report, *The Shape of Civil Society to Come*, claims that the concentration of resources in a smaller number of large organisations threatens the sector's independence and autonomy and they may be in danger of losing their distinctiveness. It goes on to criticise the "conformity of governance" among voluntary and community groups that are using corporate and enterprise models necessitated by government contracting, which it says leads to a loss of diversity.

The research is part of a two-year inquiry into the potential threats and opportunities facing civil society up to 2025. The findings are based on workshops held with more than 400 leaders in the public and third sectors.

The full report can be found on the website: <http://democracy.carnegieuktrust.org.uk>

## Disability Equality: How will we know we are making a difference?

A consultation by the Office for Disability Issues was held in spring 2007.

As part of the consultation process, a report summarising the things people said in their responses to the consultation has been produced.

The report covers the key areas in disabled people's lives including education, employment, health, housing, social networks and transport. The responses have been used to develop a set of measures of progress towards disability equality, which will be published in the Office for Disability Issues Annual Report in December 2007, as set out in the consultation document.

The consultation summary responses report can be found on their website, along with further information about the work of the Office for Disability Issues and their plans for the future.

[www.officefordisability.gov.uk](http://www.officefordisability.gov.uk)

Copies can also be requested from the Office for Disability Issues, Level 6 Adelphi, 1-11 John Adam St, London WC2N 6HT or by emailing:

[office-for-disability-issues@dwp.gsi.gov.uk](mailto:office-for-disability-issues@dwp.gsi.gov.uk)

## Healthcare for London A Framework for Action

This is a report of an independent study of health services in London carried out by Lord Ara Darzi, Professor of Surgery at Imperial College. The need for improvement was recognised by NHS London, the Strategic Health Authority for the capital, who in 2006 asked for this review of London's healthcare to be carried out.

*A Framework for Action* sets out the findings from the review and details how Lord Ara Darzi believes London's healthcare needs to change over the next ten years. It looks at how health services have improved for Londoners but shows that many aspects of the NHS are not as good as they should be for a major world city. It also looks beyond the vision and identifies the key enablers that will turn the vision into reality. This report forms the basis for key strategic planning for London, for the NHS and its partners.

A formal consultation involving all 31 London PCTs commenced on 30 November for a period of 14 weeks. Kingston PCT will be using existing partnerships and groups to engage and consult with stakeholders. They are planning to hold a "Health Fair" on 7 February giving Kingston residents the opportunity to hear presentations and ask questions. (see diary dates info on next page).

The full report with a summary can be found on the Healthcare for London website: [www.healthcareforlondon.nhs.uk](http://www.healthcareforlondon.nhs.uk)

## A national framework for responding to an influenza pandemic

This document describes the Government's strategic approach for responding to an influenza pandemic published jointly by the Department of Health and the Cabinet Office (November '07).

It provides background information and guidance to public and private organisations developing response plans. It updates and expands upon health advice and information contained in previous plans issued by UK health departments and is intended to replace those documents.

"Although pandemic influenza remains one of the most severe natural challenges likely to affect the UK, by working together and preparing proportionately, we can all do a great deal to lessen its potential impact on our health and our social and economic wellbeing"

Kingston PCT, collaboratively with partners is working on the local response plan as part of the wider Emergency Disaster Plan for Kingston.

## WHAT IS SUPPORTING PEOPLE?

Supporting People is a Government scheme that started in April 2003. It aims to support people in their own homes so that they can lead more independent lives.

Kingston has a Supporting People team who pay organisations for the support services that they offer... they also monitor services provided.

**SHORT TERM SERVICES** - Offer support that is intended to last for up to 2 years to people with support needs such as:

- People in hostels or shared housing who have mental health issues or who have drug and alcohol problems.
- Women at risk of domestic violence.
- "Floating support" schemes, where support workers may help people settle into their home.

**LONG-TERM SERVICES** - Sometimes known as 'homes for life', such as:

- Warden services in sheltered schemes or support services for vulnerable people such as those with learning or physical disabilities.
- Pull alarms (known also as community alarms), which are fitted into a property.

Support workers who visit or stay in a person's home and help them with tasks like:

- learning how to set up home
- managing their money
- filling out forms
- learning new life skills such as cooking and cleaning
- help with understanding the rules of their tenancy
- offering a listening ear

The various client groups which supporting people are involved with are:

- Physical or sensory impairment
- Older People
- Homeless Families & Single Homeless
- Mental Health
- Learning Disability
- Ex-Offenders
- Young People
- Victims of Domestic Violence
- Teenage Parents
- Refugees and Asylum Seekers

The Supporting People Team is keen to develop closer links and enhance partnership work with voluntary and community organisations that provide services to the above client groups.

For more information please contact the Supporting People Team on 020 8547 4767

## Kingston Hospital Foundation Trust Application

In late 2006 the Trust Board decided to defer the application to become a Foundation Trust until a more robust activity and financial plan could be agreed with Primary Care Trust (PCT) commissioners.

They are now working towards becoming a Foundation Trust within the next year and are currently recruiting members.

In summary, Foundation Trusts are:

- Still part of the NHS;
- Free and are not run for profit;
- Expected to keep to NHS standards and meet performance targets;
- Inspected regularly.

Carole Heatly, Chief Executive explains...

"As a Foundation Trust, patients, the public and our staff will have a greater say in what we do in the future and how we do it. We will still be responsible for running things 'day-to-day'. However, in future, local people will have the chance to be a member of our Foundation Trust and can vote or even stand in elections to the new Board of Governors. Over the coming months we will start involving the members in selected pieces of work to help improve our services, so your support will be much appreciated".

The Trust is currently working on an updated business plan to take into account the London wide NHS review Healthcare for London - A Framework for Action, as well as new commissioning plans by our Primary Care colleagues.

To find out more about what the Foundation Trust status means or if you are interested in becoming a member you can sign up by visiting the website [www.kingstonhospital.nhs.uk](http://www.kingstonhospital.nhs.uk) or phoning 0870 707 1479.

### ***Dates for your diary...***

**Health Overview Panel - meetings open to the public**

**Thursday 31 January 7.30pm at the Guildhall, Kingston**

**Healthcare for London-Consultation**

**Thursday 7 February 2008 2pm -8pm**

**Richard Mayo Hall United Reformed Church Eden Street Kingston**

KPCT are inviting the public to drop in during these times to find out more about the proposals, chat to the professionals and give their views.

# Notice board

## Corner House

30 January to 2 February 2008

Put these dates in your diary now for the annual cH panto. The box office is not yet open, the words and music are yet to be written but the excitement is in the air!

Don't forget - we welcome your reviews of past events, feedback, suggestions and offers of help. Let's hear from you.

The cornerHOUSE, Douglas Road, Surbiton, Surrey, KT6 7SB

020 8296 9012 / [www.thecornerhouse.org](http://www.thecornerhouse.org)  
a registered charity run by volunteers in premises provided by the parish of St Matthew and St George Surbiton and Tolworth

## Send a message of hope this season Amnesty International; Greeting Card Campaign.

Once a year Amnesty International invites members and sympathisers to send greeting cards to prisoners of conscience - people in various countries who are in prison because they have acted (without violence) for their beliefs.

Simple messages of good will can be a source of hope and encouragement to these suffering people. Amnesty has issued a booklet listing various addresses to which cards can be sent.

Advice is given on the message and what kind of card to use.

The campaign runs until the end of January 2008. Please call Mary Sandling tel: 8949 1001 for copies or further information.

NB: Kingston Amnesty International group meets every 3rd Thursday of the month at 8pm - supporters and visitors are welcome. Please call Mary on the number above for the location.

## Don't forget

We are happy to email the newsletter out or you can download it from our website: [www.kva.org.uk](http://www.kva.org.uk) - this can be a useful way to pass the newsletter around to all members of your staff team.

## MEFAS First Aid Training

Public First Aid Training starting 10th January on a Thursday evening for ten weeks. Cost £60 contact Tel: 020 8241 8819 or 07966 66 1015

Email: [gwynatmefas@yahoo.co.uk](mailto:gwynatmefas@yahoo.co.uk)

## The Islamic Resource Centre has Aerobic Classes at the Shiraz Mirza Hall.

Timings are 10.30 - 11.30 a.m..

Please bring your own exercise mat, wear loose clothing & trainers.

For more information contact Razia on tel: 020-8549-5499 Email: [irc59@hotmail.com](mailto:irc59@hotmail.com)

## Rose Theatre Kingston

The project is now coming to fruition and the newly fitted out building is to be handed over to the Trust in December. The first performance is on 16 January 2008 and there follows an "exploratory" season including Comedy Store nights.

Tickets can now be purchased in person at the Rose Theatre box office, 24 - 26 High Street, Kingston, between 10am - 6pm, Monday - Saturdays.

Visit [www.rosetheatrekingston.org](http://www.rosetheatrekingston.org) for more information.



# Newsletter

Autumn 2007

## Update from Maria Jarvis. KVC Manager

### Future Developments

We are waiting to hear the outcome of our Youth Volunteering bid. If it's successful it will allow us to work with young people under the age of 18. There are many young people wanting to volunteer but we have hardly any opportunities to offer them as many of you have an age restriction of 18 and over. If you need volunteers maybe you need to rethink this barrier, after all young people differ in levels of maturity and not all volunteer opportunities really require people to be over the age of 18.

We are also in discussions with the Chamber of Commerce about developing an Employee Volunteering project. This could benefit many of our organisations but you will need to think through what a team of volunteers could do for you in a day. Painting, decorating etc are the obvious opportunities but what about having some expert advice about your marketing or strategic planning? If you work in a large team maybe you could benefit from some training in communications and have a free workshop run by some professionals. Please let me know if you could do with some help.

It was identified through a piece of research carried out by us that local volunteer involving organisations have a need for a Good Practice service which would provide information, resources and support in all aspects of volunteer management. Unfortunately our bid to Basis (Lottery funding) for a Good Practice worker was turned down due to a huge number of applications. We intend to resubmit in the next round and it is part of the Change Up plan. So fingers crossed as this would really help us all increase our capacity.

Meanwhile if you need any advice or information please call us. We also have a number of publications on Good Practice management in our resource library available to you. And of course we have the volunteer co-ordinator forums to look forward to next year

And finally.....

Thank you to Douglas, James, Liina, Angela, Kevin, John, Jeeva, Kathrine, Jan (our office volunteers), the members of the Get Stuffed Team, the Buddy Scheme volunteers, the Incident Support Team volunteers and the volunteers involved in the VIP project. Together you all make a difference.

Inside this edition:	
Page 13	KVC News
Page 14	Employees & Volunteers/ Vol Co-ord. Forums
Page 15	Volunteer Outreach/ Volunteer Involvement
Page 16	Sports Volunteering/ Buddy Scheme, IST

*"KVC exists to promote and develop volunteering throughout the Royal Borough of Kingston upon Thames."*



---

# Employees and Volunteers

## Employees and Volunteers

If you want to work with children or vulnerable people from Autumn 2008 you will need to apply to be registered with the ISA (Independent Safeguarding Authority). You will be able to do this at the same time you complete your CRB (Criminal Records Bureau).

If you are already employed to work with vulnerable people and have had a CRB (Criminal Records Bureau) check, you will need to apply for ISA in due course. This will be phased in over a five year period and individuals and organisations will be advised when to apply.

If you are employed to work with vulnerable people and have not been CRB checked you will need to apply for ISA registration as soon as the system starts next autumn. For employees there will be a small one-off fee. Once you are registered you will be given a personal ISA Registration Number and you remain registered even if you change employers.

If you volunteer or want to volunteer with vulnerable people you will need to apply to register in the same way as an employee. There is no charge for volunteers.

If you have a record of unsuitability for working or volunteering with vulnerable people or if you have committed certain offences, you may not be able to be registered. Instead you will be put on an ISA Barred List and not be able to work or volunteer with vulnerable people and if you apply for a position when you know you have been barred you could be fined or face imprisonment.

For further information visit [www.isa-gov.org.uk/employees-and-volunteers.htm](http://www.isa-gov.org.uk/employees-and-volunteers.htm)

## Volunteer Opportunities

### Volunteer Opportunities

Please can I ask you to think about what volunteer opportunities you have available? We have a huge demand from potential volunteers wanting to do office/admin/IT work. Many are highly skilled and could free up some of your time so you are able to get on with something else.

We also get a lot of requests from people wanting to use their book-keeping skills - maybe they could help you with your petty cash and keeping your books balanced? Perhaps there are other areas you could do with some help with if you are snowed under.

We have 9 volunteers helping out at KVC and we couldn't operate without them. Opportunities include database entry, admin, newsletters, designing leaflets and posters, website design and updating of our website, potential volunteer interviewer, project management assistance and volunteer liaison.

We are continuously developing new opportunities both to fit our need and the skills of the people who want to volunteer. If office space is limited perhaps you could consider virtual volunteering. We had one volunteer who designed a database for us for the Buddy Scheme from his office and the updates for the website are done by another volunteer from her home.

### Volunteer Co-ordinator Forums

Early next year we are planning to facilitate quarterly volunteer co-ordinator forums. This will give all of us who are responsible for looking after volunteers the opportunity to share information and network.

It will also give me the opportunity to advise on Good Practice in volunteer management, distribute information and arrange any training that you feel would be useful. I will be contacting all of you in the New Year for further information.

In the meantime please could you diary 5 March 2008 in the Boardroom, Siddeley House from 9.30 to 12pm.

## Volunteer Involvement Project

Our Inclusive Volunteering Workshop in September was a huge success. The event included an introduction to the project, a presentation on Mental Health and Volunteering by Mari Taber of MIND in Kingston and a Volunteering Good Practice Presentation by Mark Restall of Volunteering England. Mark Restall opened his presentation by insisting that he would not be referring to volunteers with mental health problems as “them”, a separate group of people requiring extra support who need to be accommodated, but as “volunteers”. The people who come through this project are people with skills and experience that will benefit the organisations they volunteer for. The feedback from the event was extremely positive and as a result we will be able to place more volunteers in a variety of new roles. If you would like to talk about the Volunteer Involvement Project and how our volunteers can benefit your organisation, please call Chris on 020 8255 8068 or email [volunteersupport@kvc.org.uk](mailto:volunteersupport@kvc.org.uk)

## Kingston Volunteer Centre and Kingston Incident Support Team

On 10<sup>th</sup> September 07 we ran two half day courses run by Dr Anne Eyre covering an introduction to the effects on people of a major incident and how these can be mitigated.

A dozen of the KVC/IST volunteers attended plus about twenty Borough of Kingston staff volunteers. To date 40 KVC/IST volunteers have been on this very informative course, it is anticipated that another will be run in 6-9 months.

In October 13 KVC/IST volunteers attended a midday visit to Coroners office and half a dozen went to evening briefing at a funeral directors bringing the total attendees to these events to 33.

The purpose of these visits is so that team members have an awareness of what goes on there in case they are asked to escort relatives to these type of locations

As there are now over 50 members of the team if there is an urgent callout we will use a number of volunteers to cascade the message to team members.

Whilst Kingston has continued to be lucky in having had no recent major incidents there is always a risk of the unexpected - for example we only have to look at the mass evacuation of thousands along the east coast of England in November due to the potential flooding.

For more information get in touch with Douglas Craig on 020 8255 8685 or email [ist@kvc.org.uk](mailto:ist@kvc.org.uk)

## Sports Volunteering

A brand new project to Kingston Volunteer Centre, the Sports Volunteering Project will be working with local sports clubs to develop new volunteering opportunities.

Recently, there has been an increase in the number of people looking to be involved with sports groups as volunteers and as the Olympics get closer we expect interest to increase. Volunteers could assist your group in a variety of roles from coaching to admin support. If your group is in need of a little extra support, please contact us and we can discuss how best volunteers could help you.

For more information on sports volunteering and how Kingston Volunteer Centre can help you recruit new volunteers please call Chris Guinness on 020 8255 8068 or email [volunteersupport@kvc.org.uk](mailto:volunteersupport@kvc.org.uk)

## Buddy Scheme

The Buddy Scheme is a befriending project that matches volunteers with adults with learning disabilities so they can enjoy their social time and leisure activities.

In January the Buddy Scheme will be holding an Open Evening, an opportunity for those thinking about volunteering to come along and find out more about the project, meet current volunteers, ask any questions they may have and find out what is involved in volunteering for the project.

The Open Evening will be held on Tuesday 22nd January, 6.00 pm - 9.00 pm at Kingston Volunteer Centre

For more information, please call Chris Guinness on 020 8255 8068 or email [buddyscheme@kvc.org.uk](mailto:buddyscheme@kvc.org.uk)

# Volunteer Awards Ceremony

On 6th December we had our Volunteer Awards Ceremony.

The ceremony began with His Worshipful The Mayor, Shiraz Mirza awarded the Investors In Volunteers plaque to Kingston Volunteer Centre. Investors In Volunteers is the national quality standard which demonstrates its commitment to good practice in volunteer management.

Volunteers from local organisations each received a certificate recognising their contribution to the local community.

More than 100 volunteers received an award for 100 hours of dedicated volunteering over the past year. In the one room there were volunteers who had given far in excess of 10,000 hours between them to local organisations!

Congratulations to everyone who received an award, and a big 'thank you' for all the time and hard work contributed over the last year.

Look out for more photographs in the next edition of the newsletter.



*Volunteers from Street Pastors, Kingston and His Worshipful The Mayor, Shiraz Mirza with their certificates.*

## Volunteering Outreach

### Volunteering in Hook & Chessington

The "People Count" project has now set up an Outreach post at the new Hook Centre. It may look like 2 coloured boxes stuck together, but on the inside it is very spacious and modern. I have been promoting the benefits of volunteering and encouraging people to get involved. The local response has been very positive and 20 new volunteers have registered. I have people who want to volunteer but don't want to go to Kingston area to do so. So if you are a local voluntary group and need volunteers, then please get in touch with me at KVC and register your organisation and opportunities.



### Name or Number?

Over the past year I have been asking you to complete monitoring forms to give information about your volunteers, and many of you have, and I am grateful to all of you who have taken the time to do so. Some of the information we have asked for has caused concern regarding Data Protection, why do we need names why can't we just have the numbers?

For the Local Area Agreement monitoring, we do need names of volunteers, along with an estimate of their hours, start date and whether they fit into the hard to reach categories. We need this to provide an audit trail, which is essential when spending public money.

KVC will not pass on the volunteers' details, but there will be audit checks by RBK and GOL (Government Office of London). Only myself and Maria will see the data collected, and we will only be submitting the number of volunteers who complete 100 hrs, not the names, they are kept as part of the audit trail.

I hope this puts your mind at rest, but if you are still concerned then please get in touch.

**Patricia Stanley Volunteer Outreach Worker 0208 255 8068**