



Newsletter

May, June & July 07

Making a Difference Together

The Community Advice Shop ... now open!

Kingston Voluntary Action is delighted to announce the opening of our latest community project. The Community Advice Shop is an exciting new neighbourhood facility for people living on and around the Cambridge Road Estate. KVA has set up the Shop with funding from the Community Action Partnership.

The Mayor of Kingston, Cllr Mary Reid, came along to officiate at the opening ceremony and give words of encouragement to the partner agencies involved. Also Giving thanks to the building contractors, Smith and Byford and Mears who had generously contributed to the project with donations of extra work time and goods to help get the building ready for operation.



Photo courtesy of the Surrey Comet

The shop is situated on the ground floor of Madingly Block facing an open green space between St Peter's Road and Eureka Road. Now the shop is open it will create opportunities for advice agencies to provide an outreach service to people where they need it and to make it easier for local people to access services closer to home.

This project has taken a lot of time from inception to opening and we would like to thank all our partners for their considerate effort and valuable input. See page 10 for further information about the shop and the organisations involved.

Voluntary Sector Forum
Tuesday 26 June
12.00 Networking Lunch
1-3 Meeting
Hawker Centre,
Lower Ham Road, Kingston

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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
Barbara Riddell, Equal Support Worker
Maria Tunmer, Health & Social Care Manager
Zahida Saddiq, Community Development Worker
Julie Woodhouse Community Accountant

Kingston Furniture Re-use Development: 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, Acting Project Manager
Marcus Otite, Paul Allen, Emmanuel Oduro, Yaarub Asia,
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 £35 for statutory bodies and £20 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 or phone 020 8255 3335. If you have an amendment to our mailing list please contact Linda Palmer.

Copy Deadlines

August, September, October - 20 July 07

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

Community Connected - now LIVE..!

The installation of the Community Connected Wireless project is now complete, providing people living on the Cambridge Road Estate (CRE) with free, simple broadband Internet access.

From May 2007 onwards, any PC user on the CRE with a wireless-enabled computer or laptop can connect to the network. All you need to do is: scan for available wireless networks; connect to the "ComConnected" network; open an Internet browser and through the project page you can register with the project to obtain login details and a password.

We have more than 100 registered users browsing the Internet through the network. Residents of Westwick, Oakington, Croxton, Impington, properties surrounding Piper Hall and parts of Cambridge Gardens have all successfully connected to the network.

To register and get connected please come to our weekly **Wireless Wednesdays** at the **Community Shop** in the ground floor of Madingley **from 1-6 pm**. If you have any questions please call us on **020 8133 9719** or go to our website www.communityconnected.org.uk or email us on support@communityconnected.org.uk

There is a limited number of free wireless adapters for your PC or laptop (and help with installation) - these are available on a first-come first-served basis.

IT volunteers supported the project by donating their time and skill. Volunteers fixed and repaired number of residents computers in the computer shop to allow access.

As the project is being funded by the Learning & Skills Council, we will be offering a number of **free online training packages**, which registered **ComConnected** users can access anytime. Users who access the training will be given higher download speeds and an increased monthly download allowance.

Special thanks go to Smith & Byford (RBK electrical contractors) who sponsored the project by installing the wireless mesh boxes free of charge, RBK IT department and Cambridge Road Estate Housing Estate office for supporting the project.

The Wireless Project is supporting the Community Shop with their infrastructure.

KVA and KVC merged in June 2006. We now produce one joint newsletter. Turn to the back of the newsletter to see the latest voluntary opportunities and what is going on in the Volunteer Centre.



Superhighways Update

As many of you will know, Superhighways aims to become a Social Enterprise later this year. Grant funding for our core costs is becoming ever more difficult to secure and we have to find a sustainable model so that we can continue to support your ICT needs, now and into the future.

The new Memberships are NOW available. We only have the resources to support 10 – 12 memberships in the Kingston area, so please let us know as soon as possible if you would like to join or if you'd just like to know a little more. Members will receive a range of benefits, including on-site engineer visits. Members will also have unlimited access (subject to a fair use policy), to our Telephone HelpDesk and discounts on a range of other services. Members will also get help with preparing an ICT Strategy, essential if you want to apply for funds to buy new equipment or training.

The Superhighways project will be co-ordinated from a central admin and support centre, based at KVA in Kingston. This will provide organisations with a single contact point to enquire about development services, request support from the HelpDesk, book places on training courses, etc. We ask you to contact your support engineer through KVA, rather than your local CVS. Full details on the Membership Package can be found at: www.superhighways.org.uk or contact Richard

Voluntary Sector Forum 26 June 12– 3, Hawker Centre, Lower Ham Road, Kingston.

At this forum we will be covering three key areas:

- Changeup – recap on our activities and where things are now going under Capacity Builders
- Incident Support Team – update on what is happening in the borough and how arrangements are in place with the Voluntary Sector
- Discussion and Debate – around key issues that affect our sector and for these to then go on to inform the agenda of the recently reformed Voluntary Sector Board.

This meeting offers very good opportunities for networking with fellow Voluntary Sector workers, volunteers and trustees and is a great source of local information.

Please call or email Linda to confirm your attendance by Monday 18 June tel: 020 8255 3335 email: lindap@kva.org.uk

Social Enterprise Network

As it gets increasingly difficult to secure funds for projects, more and more organisations are moving towards income generation in the form of 'social enterprise' activities. Social enterprise is about trading with a social purpose and is one way for voluntary and community organisations to maintain their independence and develop long-term sustainability.

This network discusses 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.

Local Authorities and charitable trusts such as Esmee Fairbairn Foundation, DEFRA, Future Builders and the Community Development Foundation are recognising this change especially in the light of greater interest in voluntary and community organisations getting involved in public service delivery.

They provide grants, loans and professional support to local authorities and charitable trusts.

The network aims to share experience and respond to members' needs for information and support and learn how a social enterprise approach might work for the diverse range of VCS organisations in Kingston.

Go to www.kingstonepublish/sen.org.uk

New Advice Forum for Kingston

Kingston Voluntary Action is developing the Kingston Advisers Forum with the aim of making advice services in the borough better for clients and better for staff. The Forum will have a clear emphasis on working with front line advice staff and there will be an Advice Providers Forum on 3 October at United Reformed Church, 1pm to 4pm.

The aim of the Forum is to create an effective and robust referral system where clients get the right kind of help at the right agency in order to:

- Speed up the process of advising
- Reduce the burden on agencies, staff and volunteers
- Offer better quality advice and assistance

Membership is open to voluntary, community and statutory organisations in the Borough.

Organisations already involved include Kingston Racial Equality Council, Refugee Action Kingston, Age Concern, Kingston Churches Action on Homelessness, Mediation in Divorce, Relate, Kingston Carers Network, Kingston Bereavement Service, Kingston CAB, Kingston Law Centre and the Council's Housing Advice Service.

For further information, please contact Pippa Mackie, Chief Executive of Kingston CAB: email enquiries@kcabs.org.uk

Calling all Voluntary Organisations!

Correct contact details: If your contact details are not correct or the person we are mailing the newsletter to has changed please email lindap@kva.org.uk. Email Linda too if you would like the KVA Newsletter emailed in pdf format. She will then add you on to the distribution list.

KVA Membership: Voluntary groups who are affiliated to KVA will find enclosed with this Newsletter a renewal form for 2007/ 08. We would be grateful if this form could be passed on to your Treasurer for payment. For more details about becoming an affiliated member contact Linda Palmer at lindap@kva.org.uk



Kingston Community

Furniture continues to grow both in business and volunteer

numbers.

Since the beginning of the 'People Count Project' 15 volunteers from Community Furniture have completed over 100 hours of work and more are expected to do so. Over 800 households have donated furniture and deliveries number nearly 900.

The partnership with the Royal Borough of Kingston is expected to divert significant additional tonnage of furniture from waste to reuse.

Sales of recycled furniture take place on the first and third Saturday of each month and are open to everyone. Tel: 020 8942 5500, email: furnitureproject@kva.org.uk

Home-Start Kingston is the local branch of the national charity, Home-Start UK, set up over 30 years ago to support families with children under the age of five who are in crisis. What makes Home-Start unique is that they work with families, in their own home, reaching families who may not otherwise seek or access the services they need. The families Home-Start work with experience diverse problems including isolation, mental health issues, parents or children with long-term or life-threatening medical conditions/disability or domestic violence.

In Kingston the primary causes for referral are isolation and post-natal depression. The Kingston scheme was founded over 13 years ago and, despite funding difficulties in the past, the unfailing support of volunteers and trustees has helped Home-Start in Kingston become a vibrant and exciting organisation once again.

Helping parents during their children's early years so that they are better able to parent effectively (in turn leading to happier, better behaved children and thus adults) is also receiving support from Government. In Kingston, the Council has backed Home-Start's work since they started, although it is only recently that national Government has included the benefits of family support work. This has resulted in extended schools and children's centres programmes and funds are now being channelled to set seven children's centres (for early years support) in Kingston.

Through the children's centres funding stream for the Borough, Home-Start has been awarded a contract to work with potentially vulnerable families providing home-visiting support. This has also enabled them to take on another co-ordinator which will enable them to recruit, train and support more volunteers. As well as supporting families, Home-Start is also able to signpost them to services offered by the children's centres and thus enable them to participate in, and become part of, the local community.

The new Co-ordinator, Teresa Sales, joined Home-Start Kingston in April. She is working on volunteer recruitment strategies and looking at new ways of offering support to volunteers and families. For more information contact 020 8296 0654 or e-mail info@home-start-kingston.org.uk

Kingston Mencap Seekers Club



Members of Seekers Club took part in an Arts and Craft project during March 2007 led by Lesley Hutchinson and volunteers. They made Puppets, 3D Art Work and Pottery and their work was displayed at Kingston Museum during March and over Easter. The puppets were part of the '*Magic of Masks & Puppets*' a family exhibition of puppets and masks from all over the world.

Kingston Museum curator Peta Cook was delighted to show the Club's work and is keen to set up links with other local charities.

For further information on Kingston Mencap contact Gill Wood

Email: gillcwood@blueyonder.co.uk

Tel: 020 85401399

Islamic Resource Centre

IRC is a charity and voluntary organisation providing free services to the community in Urdu, Arabic, Panjabi, Persian and English.

They also offer counselling, support and advice, education support classes for children, ESOL classes for adults, basic IT and literacy skill classes and health and well being activities.

The Centre aims to meet the needs of Kingston's diverse community and works closely with other local organisations.

For further details contact: Islamic Resource Centre, 59 East Road, Kingston, KT2 6EJ

Email: irc59@hotmail.com Tel: 020 8549 5499

News from Kingston Churches Action on Homelessness (K.C.A.H.)

Bob Bailey, the Operational Director for KCAH, is retiring on 31 May 2007 after working for the charity tirelessly during the past nine years. We would like to take this opportunity to wish Bob all the best for the future.

Matt Hatton, currently the KCAH Housing Officer, will be taking over from Bob on 1st June.

Recording electrical purchases

Under the WEEE regulations in force from July 2007, producers (manufacturers, importers or resellers) will be responsible for collecting, via producer compliance schemes, any waste electrical equipment purchased after 13th August 2007.

Organisations should therefore keep a record of where such equipment is bought from. Items bought before that date can be removed as replacement equipment is being delivered or otherwise it is up to the user to pay for it to be recycled or sent for disposal. Further details available in July. (From Workplace Law Network ebulletin).

2012 Olympics commitment welcomed

In March the Culture Secretary, Tessa Jowell MP, told the House of Commons that a further £675 million will be diverted from National Lottery good cause funds to meet the increased cost of the 2012 Olympic Games.

However, Ms Jowell added that despite this diversion from the Lottery, voluntary and community organisations would not be affected. National Council for Voluntary Organisations (NCVO) has commented that they welcome the Government's commitment and will remain vigilant to ensure that it is honoured. Read the NCVO's full statement at www.ncvo-vol.org.uk/pressrelease/olympics2012

Criminal Records Bureau checks on trustees

The Charity Commission is consulting on a review of its policy on charities with vulnerable beneficiaries carrying out Criminal Records Bureau checks on their trustees. The consultation also covers particular issues relating to trustees of organisations seeking charitable status. For more information visit www.charitycommission.gov.uk/enhancingcharities/crbindex.asp.

Challenging Discrimination

'Can you hear us?' is a DVD made by people with learning disabilities to challenge discrimination. The DVD can be used as a training resource to help people think about how people with disabilities are sometimes discriminated against. For details or to buy the DVD contact United Response 113 – 123 Upper Richmond Road London SW15 2TL or visit www.unitedresponse.org.uk

First elements of Charities Act England and Wales

The first commencement order bringing in provisions of the Charities Act 2006 has been published. The main areas covered are:

- Changes to the governance arrangements of the Charity Commission
- Increases to the financial thresholds above which charities are required to have a professional audit
- Measures to address concerns about trustee personal liability, giving the Charity Commission a power to relieve trustees of liability where they have acted honestly and reasonably, and enabling trustees to purchase indemnity insurance with the charity's money.

These came in on 27 February, along with some other elements of the Act (other parts will come in stages over the next couple of years or so).

As the Office of the Third Sector note says, "Very few of the provisions that are being brought into force now will require charities to do anything in addition to what they are currently required to do." A series of regional events explaining the Charities Act has started to coincide with the publication of a plain English guide. Notes and more information can be found at www.digbig.com/4rjqj.

New publications

'Managing conflict at work' is a new booklet from ACAS, the employment relations service, designed to help employers and employees better understand and manage all types of conflict at work. The guide can be read online or downloaded as a pdf. file at www.acas.org.uk/

Line managers managing stress

New guides have been launched at the 'Stress and the Role of Line Managers' conference run by CIPD, the personnel professionals body, including:

'Managing stress at work - a competency framework for line managers' and 'Advice for line managers'.

These can be downloaded from the website of HSE at www.hse.gov.uk/stress/news.htm, or from www.cipd.co.uk/guides

People's grants for local environments

The People's Millions Partnership Programme between the Big Lottery Fund and ITV re-opened in March. Its 2005 round saw 53 grants of up to £50,000 made to projects throughout the UK which would benefit local environments.

Visit www.biglotteryfund.org.uk/prog_peoples_millions.htm

Funds for research

The Big Lottery Fund's Research Programme has opened. It funds medical and social research "on issues identified, and considered important, by the charitable and voluntary and community sector; and support the use and dissemination of this research activity".

Visit: www.biglotteryfund.org.uk/prog_research_programme

Diana, Princess of Wales Memorial Fund

From 2007 to 2012 the Diana, Princess of Wales Memorial Fund's grant making activities will focus on three initiatives:

- **The Palliative Care Initiative** – to promote the increase of palliative care in Africa
- **The Refugee and Asylum Seekers Initiative** – to raise awareness and highlight the needs and issues of young refugees and asylum seekers
- **The Partnership Initiative** – to increase investments into penal affairs, mental health and other areas in the UK.

Grants will be provided on an invitation to bid basis or through negotiated partnerships with selected organisations. A restricted amount of funding will be made available through an open grants process under the Refugee and Asylum Seekers Initiative. This grants round is currently in the development phase - visit ww.theworkcontinues.org/what_grants.shtml for details of this funding.

CRB online

On 3 January the Criminal Records Bureau launched its new online service, allowing users to check the progress of their application online. Visit www.crb.gov.uk/Default.aspx?page=4499, or go to www.crb.gov.uk/tracking.

Fast Forward Grants 2007-08

Fast Forward Grants awards small organisations across London grants of up to £10,000 to help those furthest from the labour market improve their confidence and skills, helping them move closer to employment.

Important changes for 2007-08

- Approximately 60 grants will be available across London
- Projects delivering skills training will receive higher priority
- You must attend a monitoring workshop prior to receiving a grant

Application packs are available and the deadline is Friday 25 May 2007 at 5pm. The application form can be downloaded from www.gle.co.uk or you can email fastforward@gle.co.uk or phone 020 7403 1742.

Changes to maternity leave & carers' rights

Under the Work and Families Act 2006, mothers whose babies are born after 1 April 2007 will receive an increase in maternity leave to 12 months and statutory maternity pay to 9 months.

'Keeping in touch days' whilst on maternity leave is being introduced and employees will need to give more notice if they want to return to work early.

Under the Work and Families Act employees who care for a person aged 18 or over have the right to request flexible working.

For more information on both issues: www.dti.gov.uk/employment/workandfamilies

Going Smoke Free – the law

England will become smoke free on Sunday 1 July 2007. It will be against the law to smoke or permit others to smoke in virtually all enclosed public places and workplaces in England. This includes all areas of workspace – vehicles, cafes, offices.

If you do not stop people from smoking and do not display the correct signage your organisation will face being fined. Please look on page 11 for more information.

Community Accountancy

How Finance Fits Into Your Organisation

Too often the finance function within an organisation can be seen as insular. However it is a vital cog in the wheel. It is pivotal in: -

- Strategic thinking & planning
- Operational management
- Cash flow decisions
- Financial sustainability
- Budgeting & project monitoring

It is quite common for people inside an organisation not to connect with how their work fits into the overall financial objectives.

Organisations need to be able to see the bigger picture, to be able to learn from the past with their monitoring, but also to look to the future. Sometimes there can be resistance to monitoring but there is a need to stay ahead, otherwise events can overtake you. There is a need for organisations to raise the profile of finance within their planning strategies and a need for action plans and activity schedules within projects.

In the forthcoming course (see right) we will be exploring how trustees, finance staff and project workers can integrate and both learn from and support each other. We'll also look at ways of building an overall framework of finance grants, which will aid direction and enable project workers to monitor their own budgets, meet their monitoring targets and understand their reliance on certain donors. The course will also look at how this framework can aid monitoring and cash flow and how to build a strategy for submitting funding bids.

NJC pay scales delayed for 2007-2008

The NJC scales for 2007-2008 are not yet available and are unlikely to be available until early summer as negotiations continue between local government employers and the trade unions. Current scales are available from various umbrella bodies, and can be found at www.navca.org.uk/localvs/scales/

Finance training : Seeing The Bigger Picture - How Finance Fits Into Your Organisation'

Date: **Thursday 21 June 2007**
Venue: **Richmond CVS, 1 Princes St, Richmond TW9 1ED**
Time: **9.45am – 4pm**
Trainer: **Julie Woodhouse**
To book: ring RCVS 020 8255 8500
Cost: **£30**

Aimed at: Organisations who run a large number of projects and in particular medium to large size organisations.

Who should attend: Trustees, project workers and finance staff, minimum of two people from an organisation (maximum four people).

Objectives: To bring together the operational and strategic aspects of your organisation. To aid project workers to see how their work fits into the bigger picture. To create a cohesive understanding of finance grants for all. To gain the knowledge to aid financial sustainability.

Charity registration and accounting requirements

The income threshold when charities are required to register has increased from £1000 to £5,000. Those organisations with income under £5,000 can register voluntarily, or deregister if already registered. See Sandy Adirondack's Legal Update:

www.sandy-a.co.uk/managing.htm#charityreg-threshold.

Income thresholds in relation to audit requirements change for financial years starting on or after 27 February 2007. Companies Act provisions expected this autumn complicates things for charities with limited liability. See Sandy's update for clarification: www.sandy-a.co.uk/managing.htm#charact-charcoaudit

The Charities Evaluation Service (CES) is carrying out a national survey as part of a project to develop a 3rd edition of PQASSO, its practical quality assurance system for small and medium sized organisations. We want to gather information about use of PQASSO in the voluntary and community sector and to gather your views on the future development of PQASSO to ensure that it continues to meet the needs of the sector and its stakeholders in the best possible way.

The survey should be completed by any voluntary organisation, community group or social enterprise which has considered using PQASSO, **whether or not you have actually used it.**

Your views are vital to this study. To take part in the online survey and be eligible for the **prize draw** of a £75 Amazon voucher or a free CES one-day training course, please click on the link below:

<http://www.surveymonkey.com/s.asp?u=94903715807>

The survey should take 10 - 15 minutes to complete.

We would be grateful for your response by **1 June 2007**. You can also help by passing on this information to others.

For any questions about the survey, or if you would prefer a paper copy, please email: NicolaPeck100@aol.com

Success for Business

Success for business is Kingston College's range of short, practical management programmes. These workshop-based programmes provide an introduction to key management skills, techniques and functions, which are essential to managing in today's competitive and fast moving business world. They are accredited by the internationally recognised Chartered Management Institute (CMI).

There is some subsidised training available for the voluntary and community sector. For more information please call them on 020 8268 2858 or email them at diana.jones@kingston-college.ac.uk

Online ICT training

We have a batch of new IvySoft licences available. They cost £30 each, or just £100 for five.

Online training is superb for ALL your staff (full-time, part-time or volunteer), as it can be used in the office, at home, or at your local CVS.

A few examples:

Word, Publisher, Excel, etc
(2000, XP or 2003 versions)

CLaIT and ECDL

Microsoft Vista (from Aug 07)

Please contact KVA for more details.

Spring/Summer 2007 Training Programme

The BiG Lottery funding for the Community Development project has come to an end. Part of this funding subsidised KVA's training programme for the past three years, which meant that KVA was charging £25 per person per course. KVA has applied for replacement funding but, if we are unsuccessful in finding replacement funding, we may have to charge groups more than £25 for future training courses.

Planning for the summer training programme is now underway. We are hoping to run training days in the following areas:

Emergency First Aid	Tuesday 19 June	£40
Child Protection	Saturday 23 June	Free

Below is a short selection of training courses KVA can organise. We would appreciate your suggestions and comments on your organisation's training needs, both to ensure your organisation accesses relevant training courses, and also to help KVA develop new training opportunities that meet your organisation's needs.

Business Planning

Conflict Resolution

Basic Food Hygiene

Recruiting and Managing Volunteers

PR and Marketing

Staff Supervision

Your views are important to KVA in organising the next training programme, so please contact Zahida Saddiq on 020 8255 3335 or at communitydevelopment@kva.org.uk

Training brochures giving full details and booking forms will be sent out separately.

The Community Advice Shop ...

The **Community Advice Shop** is now open offering a programme of advice and drop-in services delivered by a range of voluntary and statutory organisations.

They are partnering to run regular sessions in the Shop on a rota system, offering specialist advice or support from various organisations including Citizens Advice Bureau and a number of health and advice agencies.

Magic Roundabout will be giving advice on young peoples' issues and there is advice on employment and pensions, local community transport and much more from a range of different organisations. See the current list below.

Community Connected
Community Midwives
Kaleidoscope
Kingston Advocacy Group
Kingston Churches Action on Homelessness
Kingston Citizens Advice Bureau
Kingston Enterprise
Kingston Volunteer Centre
Learn English at Home
Magic Roundabout
Mind in Kingston
The Pensions Service
Refugee Action Kingston
Relate
Safer Neighbourhoods Team (Local Police)
Stop Smoking Service
RBK Training for Work

There will also be a chance to find out about volunteering opportunities that can make a positive difference to people's quality of life. And - did you know that volunteering could be beneficial for your health too?

Some other statutory services are aiming to provide an outreach service from the shop. We are currently negotiating with Housing Benefit, JobcentrePlus and the Connexions.

There are still some slots available at the Community Advice Shop, so if your organisation would like to hold an outreach session there or you would like to find out more then please contact Maria Tunmer at KVA, email: health@kva.org.uk or call 0208 255 3335.

Changes to Eligibility Criteria for Adult Social Care?

RBK's Council Executive has agreed to changes that will affect people receiving social care services. This follows a recent consultation on proposed changes to the Council's Eligibility Criteria for Adult Social Care.

The eligibility framework is graded into four bands, which describe the seriousness of the risk to independence or other consequences if a person's health and social needs are not addressed.

From 1 June 2007 only those adults whose needs have been assessed as Critical or Substantial will be eligible for care, with uncertain provision for those whose needs are assessed as Moderate or Low.

In the interim the Chair of the Council's Scrutiny Panel has 'called-in' the Executive's decision to change the eligibility criteria. Council cannot change the decision but can either agree that it be implemented or refer it back to the Executive for further consideration. If the Panel refers the decision to Council, then the next Council meeting is on 17 July.

Health Overview Panel Topics

KCAS

The Health Overview Panel has completed a review of the Kingston Clinical Assessment Service (KCAS). KCAS is the system set up by GPs to refer patients on to what they consider to be the most appropriate and cost effective treatment pathway.

Based on their findings, the Panel made a number of recommendations for service improvement and this will be followed up at the September meeting. You can find the complete report on the RBK website.

Kingston's Mental Health Service

KPCT has withdrawn £945,000 from South West London and St George's Mental Health Trust on a recurrent basis for the Kingston mental health services in 2007/08.

The Panel has been asked to scrutinise areas of concern about the levels of local service provision, considering the impact this will have on the way current and future service users access services.

The next Health Overview Panel will meet on Wednesday 20 June at 7.30pm at the Guildhall; members of the public are invited to attend.



Everything you need to know about the new SMOKEFREE smokefree law

England will become smokefree on Sunday 1 July 2007. From then on it will be against the law to smoke, or permit others to smoke, in virtually all enclosed public places and workplaces in England.

If you are responsible for premises or vehicles covered by the new law, you will have a duty to ensure you have the legally required signage in place and to make sure they become and remain smokefree.

To help you there is an official Government guide to the new smokefree law. It explains what you need to know about the new law, and what you will have to do to meet the new requirements – such as ensuring you have the legally required signage in place. Inside the guide you will find:

- Samples of the new no-smoking signage you will be required to display at each entrance to your premises, and in all your smokefree work vehicles
- An example of a smokefree policy you may wish to use to explain and introduce the new law to your staff
- Practical steps you can take to deal with anyone who smokes on your premises
- Advice for managers who want to support staff or customers/clients to stop smoking

To obtain a copy of the guide visit smokefreeengland.co.uk or call 0800 169 1697.

PPI Forums & LINKs

As reported in our last newsletter the Department of Health wants to set up a LINK (Local Involvement Network) in every local authority area in England. LINKs are to be the new system of Patient and Public Involvement (PPI) replacing the PPI Forums. We are still awaiting guidance on how the LINKs will be supported and function.

The PPI Forums will be continuing until the changeover next year and are still recruiting Forum Members. Forum members will be able to join LINKs, if they want to. For further information please contact the Commission for Patient and Public Involvement in Health on: 0845 222 7111

Carers' Week 2007

A carer is a relative or friend who looks after someone who is frail, physically or mentally ill or disabled, who could not manage to live at home without their help.

Carers' Week this year includes:

- **Sponsored Walk** from London Eye to Greenwich Sunday 10 June
- **Parent Carers' Picnic** 12 - 2pm, Tuesday 12 June
- **Mental Health Users and Carers BBQ** 6.30 - 8.30pm Tuesday 12 June
- **Young Carers' BBQ** 4 - 8pm Friday 15 June
- **Pampering and Information Day for all carers** 10am - 4pm Friday 15 June
- **Boat Trip to Richmond** Saturday 16 June

To find out what the RBK, South West London and St Georges' Mental Health Trust, Kingston Carers' Network and other local organisations have arranged to celebrate Carers' Week locally please go to the RBK website: www.kingston.gov.uk/carers_week_flier_jun_07.pdf or phone Kirstie on 020 8547 6124.

KVA - Partnership Small Grants

We are pleased to announce that KVA will again be coordinating the Small Grants Budget for 2007/08.

As we have less money to allocate projects will be funded for one year only to a maximum of £2,000.

Applications are now invited for the funding of one-off innovative projects that will benefit the health and well-being of Kingston's residents.

Criteria for funding: new schemes for consideration should contribute to the delivery of the targets included in the current Local Delivery Plan, National Service Frameworks, other national or local strategies.

For further information or an application form, please contact: Maria Tunmer at KVA email: health@kva.org.uk or call 0208 255 3335.

**Closing date for applications is:
Thursday 19th July 2007**

Notice board

—Kingston— Rooms for hire at WelCare WELCARE House

Looking for a small venue? Why not try WelCare House. We have rooms available for hire, in the evening, all day Fridays and Saturdays. It's the ideal venue for meetings or training. Rates are competitive and the kitchen is available for making light refreshments. Please contact Yasmin for more information 53-55 Canbury Park Road, Kingston, Surrey, KT2 6LQ. Tel: 020 8546 3258. Fax: 020 8547 2326

20th Anniversary of the Kingston Green Fair

The Green Fair will be celebrating with an extra special show, Monday 28 May, Canbury Gardens Lower Ham Road. For further information go to www.kingstongreenfair.org.uk or Kingston Environment Centre, Fairfield East, Kingston, KT1 2PT.

Please note that this is Save the World Club's current address as well tel: 020 8974 8608 Email: info@savetheworldclub.org



News from Mind in Kingston

Welcome to Mari Taber, the new General Manager. Mari has been working in Mental Health in North West London for 11 years. We will hear more from Mari in the next KVA newsletter.

The Bridge Café, New Malden are holding quiz nights on the first Wednesday of each month.

Mind in Kingston are running a series of free one day interactive workshops 'Mental Health Awareness' where the participants discuss their understanding or misunderstandings of people with mental distress.

For information contact Mind in Kingston on 020 8255 3939 or email: info@mindinkingston.org.uk

Recruiting more trustees

The Get On Board campaign to recruit more trustees for charities and community organisations across England has launched. It is run by the Governance Hub in partnership with the Charity Commission and Volunteering England. Research has found that 93% of voluntary organisations have between one and five vacancies on their board: www.getonboard.org.uk/looking_for_trustees.php,

The campaign includes suggesting that charity workers should consider becoming trustees of other groups to gain experience - Community Newswire at: www.communitynewswire.press.net/article.jsp?id=1029842

Change of name for KRASPO

Kingston, Richmond and Surrey African Positive Outlook has changed its name to AFRICAN POSITIVE OUTLOOK (APO). Email: africanpositiveoutlook@yahoo.co.uk Tel: 020 8546 1671.

Superhighways ePublish move to Voice

The ePublish tool will come to an end in July and will be replaced by a new version - Voice. If you have already set up an ePublish website you will need to book on to one of the following training sessions to transfer it over to Voice.

Thursday 17 May
Thursday 24 May
Thursday 31 May
Thursday 7 June
Thursday 14 June
Thursday 21 June

To book a place contact Linda Palmer - lindap@kva.org.uk or tel: 020 8255 3335.

If you want to set up a new website you can attend this training too. It is at the Access Learning Centre North Kingston Centre, 10 -4pm.

From Kingston Volunteer Centre's Manager, Maria Jarvis

Welcome to the back pages - KVC's new look newsletter. As part of our recent merger back into KVA we will now be sharing a newsletter. As well as giving you updates on all our projects we will also be including our 'Hot Opportunities' so if you would like yours included in this section please let us know (remember, this newsletter is distributed to over 800 different people).

I would like to draw your attention to the recent volunteer recruitment event we organised under the guise of Speed Dating. Apart from raising awareness about volunteering we managed to attract over 70 potential volunteers to the organisations that took part. There will definitely be a re-run—so watch this space! Another event I would like to invite you and your volunteers to is the Volunteer Awards Ceremony on June 7, which will be hosted by the new Mayor. See People Count section on page 3.

Finally, as an achiever of IIV (Investors in Volunteers) we are now able to offer Best Practice advice and guidance in Volunteer Management for all those wanting to work towards the quality standard. I shall also be including Best Practice information in future newsletters. *Maria Jarvis*



Volunteer Speed Matching

Could you persuade someone to have a second date with your organisation? That's what KVC's innovative "Speed Matching" recruitment event aimed to do—to entice new volunteers to find their perfect volunteer opportunity.



Speed Matching is an exciting new concept in volunteer recruitment and the response was better than expected. More than 70 potential volunteers took part. The event took place in March in Market Place, Kingston, and was run in conjunction with Kingston University and Starbucks, who supplied some much needed refreshment on the day. Using the idea of speed dating, potential volunteers moved from table to table to chat with charities for four minutes under the guidance of KVC's Manager Maria Jarvis's whistle.

In all, 18 groups needing voluntary support registered, including Learn English at Home; Magic Roundabout; Kingston Enterprise (which helps older people with their shopping); Holly

Lodge Centre (who work with children with special needs); and the Buddy Scheme, whose volunteers befriend adults with learning disabilities.

Afterwards, Manager Maria Jarvis said: "The event was amazing. One organisation reported 21 potential volunteers signing up."

A volunteer who registered on the day commented: "Speed matching was great fun and a novel way of finding out more about volunteering."

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

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.

The Buddy Scheme has 24 befriending volunteers matched with an adult with learning disabilities

In 2005 the Buddy Scheme was one of the first befriending projects in the country to be awarded the Approved Provider Standard (APS) and is being held up as good practice project by the Mentoring and Befriending Foundation. At their national conference in May, Buddy Scheme Co-ordinator Chris Guinness will deliver a workshop to other befriending projects about achieving the APS, and befriending adults with learning disabilities.

The Buddy Scheme is currently recruiting new volunteers to join our team of dedicated befrienders and make a real difference to people with learning disabilities who would like a buddy. If you could spare a couple of hours once a month to enjoy a leisure activity with one of our service-users please call Chris on 0208 255 8068.

For more information about the project and what volunteering involves please visit :

www.kvc.org.uk/buddyscheme

KVC Database Update Request from John Morris Volunteer

During my time at the Volunteer Centre, as Research and Database Administrator, it has been my responsibility to contact organisations registered with us and ensure accuracy of the details we hold regarding themselves and any opportunities that we can offer volunteers.

While the response to requests for amendments and updates I made to organisations has been encouraging, I would like to stress that confirmation of the information we have on record will greatly enhance the effectiveness of the service that we can offer and any organisation that has not responded should do so at their earliest opportunity.

Volunteer Involvement Project

We support volunteers with mental health problems and disabilities into opportunities that suit their skills and interests, as we have done successfully over the last year.

We provide extra support to volunteers to ensure that volunteers find their ideal opportunity, and volunteer successfully. The support we provide includes:

- ✓ Spending time finding the right role for you
- ✓ Matching volunteers with organisations who are committed to working with us
- ✓ Accompanying volunteers to see organisations
- ✓ Arranging taster sessions and trial periods
- ✓ Making sure the organisation meets your needs
- ✓ Monitoring all volunteer placements regularly

The Volunteer Involvement Project offers excellent support to organisations taking on volunteers with extra support needs.

The training, advice and information on offer will help your organisation develop good practice in volunteering. This will enable you to:

- Attract and keep more volunteers
Longer term skilled volunteers
- Avoid high turnover of volunteers
Save time spent recruiting extra volunteers
- Improve the way all volunteers are managed
A happy, productive volunteer base
- Create a diverse volunteer base
Different volunteers with different skills
- But most of all you will build a team of

ABLE, COMMITTED VOLUNTEERS!!!!

On 20th September we will be holding a training event for organisations, including sessions on working with volunteers with learning disabilities and mental health problems. This will be an excellent opportunity to find out more about the project, the support on offer and how your organisation can benefit by recruiting volunteers through the project.

People Count

The "People Count" project is all about increasing volunteers and recognising the contribution that your existing volunteers make to our local community, so what are we doing about it? Well we have been very busy finding different ways to involve both Organisations and promote volunteering to the local community.

Workshop

We ran a workshop on the 15th Feb giving 20 organisations the opportunity find out how they can be involved, the benefits and also advice on Volunteer Good Practice. The session prompted some open and honest discussions and helpful feedback from those attending.

Speed Matching

Our recent Speed Matching event (in partnership with Kingston University Students Union) showed that there was enthusiasm for volunteering but most people don't know how to go about it. A novel event such as this generated a lot of interest both from potential volunteers and local businesses who were very generous with their sponsorship, (John Lewis, Marks and Spencer, Lush, Woolworth's and Starbucks who provided the refreshments for the event).

The feedback has been amazing from both Volunteers and Organisations, and we will be looking at running it again, maybe at a different venue. It would be good to have some new Organisations involved next time around, so don't miss out. We had about 65 - 70 new volunteers registered at the event, probably the equivalent of several months worth of conventional interviews.

Outreach Centres

We are establishing outreach volunteering centres at the Community Shop on the Cambridge Road Estate and at the Hook Centre. This will enable us to reach out to other areas of the community that have perhaps been previously neglected.

Volunteers Week - Awards Ceremony

We are arranging a Celebration of Volunteering Achievement, Awards Ceremony as part of volunteer's week. This will be at the Guildhall on 7 June 2007 for Organisations who are working with us on the project, to recognise volunteers who started volunteering since 1 April 2006 and who have completed 100 hours.

Incident Support Team

On 19th March 07 the WRVS ran a one day training course on setting up and operating a Rest Centre. 11 members of the KVC part of the Incident Support Team attended, together with 4 Royal Borough of Kingston staff. To date 24 KVC/IST volunteers have been on this very informative course, it is anticipated that another will be run in 6-9 months.

In February 7 KVC/IST volunteers attended an evening briefing on operating a Helpline, bringing the total attendees to 27.

Whilst we have been fortunate in not having an emergency callout so far we must always be prepared for such an eventuality.

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.

In May we will be having a practice communication cascade- the caller will tell you that it is a practice and will just confirm that you have received call. Calls will be sometime between 10:00am and 10:00pm (no midnight calls!)

In a real callout we would probably ask for volunteers to attend a specific location later in the day or next day, though in the worst case attendance could be needed immediately.

Whilst Kingston has been lucky in having had no recent major incidents we don't have to look far to see examples of such incidents (even if the cause was unusual):-

At 8.19am on Saturday 29th April 2007 Kent was struck by an earthquake which measured 4.3 on the Richter scale — equivalent to 1,000 tons of TNT going off. More than 500 homes were damaged and around 100 people, including families and the elderly, sought refuge at the Salvation Army centre in Canterbury Road, Folkestone, with some 20 spending the night there. At least 73 families were homeless for several days after the earthquake left their properties too dangerous to live in.

We continue to seek volunteers for this team with a low regular commitment (2 hours briefing each quarter and a couple of half day training courses) but the potential to be great assistance to the community if a major incident ever occurs.

Hot Opportunities

Graphic Designer needed to design and produce our project logo and other publicity materials.

Horticulturalists are required to give support, advice and help on planting, cataloguing and photography.

Garden Crew if you are energetic and like working outdoors we need individuals to help construct and create a garden, this could include digging, building and maintenance.

Fundraising Assistant you need to enjoy meeting people and have an outgoing personality.

Telebefrienders needed. If you're warm, patient, caring and a good listener you'd make a perfect telebefriender. Training and ongoing support given.

Dispensary Cover Assistants required to deliver a friendly and efficient service and assist the dispenser in administering methadone and helping manage a needle exchange.

Drum Tutor can you teach young people from 16 to 19 to play various styles of drumming?

Keyboard Tutor is also needed to teach young people to play the keyboard in various styles.

Retailer needed to help out in our shops. No experience necessary—full training given.

Café Assistant needed to help welcome people with learning disabilities into our drop-in café.

Media Assistant needed to help produce our newsletter, write our press releases, produce our publicity materials and update our website.

Drivers needed with or without own car. All out of pocket expenses reimbursed.

Buddies needed to accompany people with learning disabilities on outings— this may be to the cinema, to the pub or simply a walk in the park. Expenses paid.

Administrator needed to help a local charity. Would suit someone with experience and good organisational skills.

Outreach Volunteer wanted to help promote awareness of HIV/AIDS and sexual health issues. Would suit someone with a social work background.

Website Developer to help local charities keep their websites up to date.

If you are interested in any of these opportunities or would like to find out about any other opportunities please call: 020 8255 8685

Get Stuffed Team

The Get Stuffed! Team are a dedicated group of volunteers who organise mail-outs for voluntary organisations. This newsletter has reached you thanks to the great work of the team.

Chris has recruited me to bring the team on to the next stage. My name is Kathrine. I am a forty something mum who was looking for the opportunity to enhance and build my skills before contemplating paid employment. I came here scared of commitment and criticism hoping to regain confidence.

Over the last few weeks I have had a great time getting to know people. The atmosphere is relaxed and happy. I have been given more or less a free reign but at the same time I feel fully supported. I have applied for training with Kingston Borough for those supporting or working with people with learning disabilities.

Up until now the team have been working on an ad hoc basis. We are looking to build up to having one day a week when the Get Stuffed team will be busy doing what they do best!

We can:

- Save you time and effort
- Relieve you of clutter
- Introduce efficiency
- Meet your deadlines

We stick, stuff and seal. Give us your Mail-out!

To book the team for your mail-out, email volunteersupport@kvc.org.uk or call Kathrine or Chris on 020 8255 8068



Mail-outs made easy.