



five into

Annual Review 2007-08

Objects:

- To promote any charitable purposes for the benefit of the community in the non-metropolitan county of Cumbria and surrounding areas (the 'area of benefit') and in particular, the advancement of education, the protection of health and relief of poverty, distress and sickness, and
- To promote and organise co-operation in the achievement of the above purposes and to that end to bring together in council representatives of the voluntary organisations and statutory authorities within the area of benefit.

'In the first year Cumbria CVS Directors have done a great deal of work developing and reviewing policies and procedures for the new organisation. Both staff and directors were involved in two training sessions - 'Getting to know each other' and 'Sharing experiences of the new organisation'.'



Jessica Riddle, Chair, Cumbria CVS

■ **Cumbria CVS** is a membership organisation providing infrastructure support to Third Sector. Cumbria CVS caters for a wide diversity of organisations from small community groups to large voluntary organisations, from environmental through to faith, sport, health and care groups and others. Categories of membership are being developed to incorporate all agencies and individuals who have connections within or are interested in the Third Sector. Current membership was transferred from the five District CVS to Cumbria CVS during the year. Having eradicated the duplications membership currently stands at 697. There are many benefits to membership designed to assist Third Sector organisations in achieving their aspirations.

'This has been a momentous year in the life of CVS in Cumbria. Months of deliberation and planning have come to fruition and we now have the makings of a great organisation able to effectively promote and support the Third Sector'.



Karen Bowen, Chief Officer, Cumbria CVS

■ **Auditors:** Christian Douglass LLP

■ **Cumbria CVS Directors:**

Jessica Riddle (Chair)
Anne Kerr (Vice-Chair)
John Weir (Treasurer)
Pat Black
Linda Cheng
Sue Day
Rev Stuart Evason (resigned 6th Nov 2007)
Colin Glover
Norman Hird
Penny Weatherall
Eric Wooff

■ **Chief Officer & Company Secretary:** Karen Bowen

■ **Local Offices:**

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Tel: 01228 512513
Barrow 72-74 Scott Street, Barrow LA14 1QE
Tel: 01229 823144
Eden 4B Redhills Business Park, Penrith CA11 0DT
Tel: 01768 242138
South 92 Stricklandgate, Kendal LA9 4PU
Tel: 01539 742627
West 12A Selby Terrace, Maryport CA15 6NF
Tel: 01900 819191

first time



'The determination and hard work of both the Board of Directors and staff has resulted in the successful merger of all five CVS in the county to become Cumbria CVS. This will enable the Third Sector to be even more effective at county and regional level while continuing to develop services locally.'

Jessica Riddle, Chair, Cumbria CVS

Merger

Amidst an increasingly difficult funding climate in which there was growing emphasis on joined up working, lack of duplication and a call for one voice from government, the sustainability of CVS service provision in Cumbria was under threat. The most logical and fruitful decision was also the most challenging - merge the five independent CVS into one county-wide organisation. This was the first merger of its kind, lauded as trailblazing and acclaimed as a role model. Many other counties have since called on Cumbria CVS staff for advice and guidance about following suit.

Completing the arrangements for the merger of the five CVS in Cumbria has been a significant piece of work requiring the cooperation, commitment and support of all Directors and staff members, and was achieved without any major interruption to service delivery.

Activities have included:

Governance

Detailed governance arrangements have been put in place by the Board of Directors, with support and guidance from Governance Works. A range of operating documents, policies and procedures have been developed and agreed including: Terms of Reference for the main Board, sub-committees and Local Forums; job descriptions and person specifications for Directors in their various roles; processes for dealing with conflicts of interest; recruitment and induction procedures; performance review and development arrangements; and financial reporting and management systems.

Staffing

In the first half of the year, in consultation with Peninsula (employment and indemnity service), a range of employment policies and procedures were developed and agreed. On 1 October 2007, following a process of consultation, the employees from the five district CVS were transferred to Cumbria CVS.

first county merger

'Local voluntary and community groups need high quality support services and an effective advocate. In a big rural area like Cumbria this is a tough challenge. By merging the district CVS to create Cumbria CVS you have created a stronger, louder voice for the sector and enabled specialist services to be provided in all corners of the county. You have set an example which many other NAVCA members throughout England are learning from you. Thank you for your outstanding leadership.'

Kevin Curley, Chief Executive, NAVCA (National Association for Voluntary and Community Action)



first county merger

Organisation Structure

A new structure has been put in place to make the concept of county co-ordination with local delivery a reality. This has involved a change in staff roles and the way in which they operate and as a result staff have developed new skills and ways of working. A particular area for consideration has been the development of effective communication systems across the organisation.

Training

In order to support the staff and Directors in their new roles and assist them through this period of change, a programme of training has been developed and is in the process of being implemented. In addition to providing training to meet the specific needs of individual employees, we have delivered a range of in house training. In particular supervision and appraisal training for all line managers and basic ThankQ database training for all staff members. An away day for the staff and Directors facilitated by Brathay and a Christmas get together celebrating diversity have helped to encourage team development.

Contracts

As planned, the contracts for the Children's Fund and Sure Start services were transferred to Cumbria County Council and Barnardo's respectively on 1st April 2008. The Employment Support Project and fledging businesses hosted by West Cumbria CVS have also become independent or transferred to a new host organisation. All other contracts held by CACVS or the district CVS were transferred to Cumbria CVS with the agreement of the funders.

The foundations are now in place to enable Cumbria CVS to deliver a range of quality services to Third Sector organisation in Cumbria in response to local need. However, in the coming year it will be important to assess the impact of the change to a single county organisation and consider whether further developments are required. An organisational review will be carried out during 2008/09 to make Cumbria CVS truly fit for purpose.



'This has been an extremely challenging year, not only for staff and Directors, but also our auditors. It has entailed managing seven sets of accounts and completing the transfer to Cumbria CVS. The immense work undertaken has ensured that we are now in a position to consolidate and move forward as Cumbria CVS on a sound financial footing.'

John Weir, Treasurer, Cumbria CVS

Extracts from our Audited Financial Statements

2007/08 has been an unique year for Cumbria CVS. The merger has necessitated the consolidation of the accounts of seven organisations i.e. the accounts of Cumbria CVS, the five district CVS and CACVS.

All assets, including the buildings owned by Carlisle CVS and West Cumbria CVS have been transferred to Cumbria CVS and new financial management systems have been developed, agreed and implemented.

Funding was secured from Northern Rock Foundation to support the delivery of organisational development and training and learning programmes, and from Capacitybuilders to support a detailed programme of activity and the development of the Cumbria Third Sector Infrastructure Forum Executive. Another significant funder was the Big Lottery BASIS Programme for four projects to deliver infrastructure support services to the Third Sector in Cumbria.

Full accounts available on request from Cumbria CVS
Eden 01768 242138 or email info@cumbriacvs.org.uk

Statement of Financial Activities including Income and Expenditure Account. Year ending 31 March 2008

	Unrestricted Funds £	Restricted Funds £	Total Funds 2008 £
INCOMING RESOURCES			
<u>Incoming resources from generated funds:</u>			
Voluntary income:			
Grants receivable	865,422	977,716	1,843,138
Investment income	46,424	736	47,160
<u>Incoming resources from charitable activities:</u>			
Services to other organisations	77,554	35,510	113,064
Rental income	21,516	2,333	23,849
Other income	130,079	25,998	156,077
TOTAL INCOMING RESOURCES	1,140,995	1,042,293	2,183,288
RESOURCES EXPENDED			
Charitable activities	1,103,333	876,671	1,980,004
Governance costs	19,001	-	19,001
TOTAL RESOURCES EXPENDED	1,122,334	876,671	1,999,005
NET INCOME FOR THE YEAR BEFORE TRANSFERS	18,661	165,622	184,283
OTHER GAINS AND LOSSES			
Revaluation of fixed assets	103,042	-	103,042
TRANSFERS			
Transfers to third party organisations	-	(102,650)	(102,650)
Transfers between funds	213,920	(191,313)	22,607
NET MOVEMENT OF FUNDS IN YEAR	335,623	(128,341)	207,282
Funds transferred from district CVS's	896,876	516,726	1,413,602
TOTAL FUNDS CARRIED FORWARD	1,232,499	388,385	1,620,884

first rate finances

In our opinion:

The financial statements give a true and fair view, in accordance with the UK Generally Accepted Accounting Practice applicable to Smaller Entities, of the state of the charitable company's affairs as at 31 March 2008 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;

- The financial statements have been properly prepared in accordance with the Companies Act 1985; and
- The information provided in the Trustees' Annual report is consistent with the financial statements.'



Roger Blake, Accountant LLP, Christian Douglass, Chartered Accountants & Registered Auditors

first rate finances

Balance Sheet 31 March 2008

FIXED ASSETS

Tangible assets
Investments

2008	
£	£
	364,195
	450
	364,645

CURRENT ASSETS

Debtors
Cash at bank

178,500
1,483,546
1,662,046

CREDITORS : Amounts falling due within one year

(405,807)

NET CURRENT ASSETS

1,256,239

TOTAL ASSETS LESS CURRENT LIABILITIES

1,620,884

NET ASSETS

1,620,884

THE FUNDS OF THE CHARITY

Unrestricted
Restricted

1,232,499
388,385

TOTAL FUNDS

1,620,884

Our funders

We are indebted to the generosity of our funders who provide us with the finance to ensure that we are able to deliver quality services to Third Sector organisations in Cumbria. It also enables us to engage with other agencies for the benefit of the sector.

We thank all our funders for their continued support and for their recognition of the work we do.

The following is a list of our funders:

- Cumbria County Council
- Eden District Council
- Carlisle City Council
- Cumbria Primary Care Trust
- South Lakeland District Council
- Capacitybuilders
- Home Office (Goldstar)
- The Big Lottery Fund
- Learning and Skills Council
- North West Regional Development Agency
- European Regional Development Fund
- West Lakes Renaissance
- Next Steps
- Job Centre +
- Cumbria Community Foundation
- Cumbria Rural Infrastructure Programme
- Northern Rock Foundation



'A tremendous amount has been achieved over the past twelve months with all staff members rising to the challenge of making the plans for the new CVS a reality. Externally services have continued to be delivered, developed and improved, whilst behind the scenes staff members have had the hard task of implementing the changes to systems and processes. The positive feedback already received from members and partners is testament to everyone's hard work and individual achievement'

Karen Bowen Chief Officer, CumbriaCVS

■ Volunteering

- We now have Cumbria CVS Volunteer Centres in Barrow, Carlisle, and West Cumbria, and as such have supported 1,224 volunteers this year
- Jan Naylor was employed for one year as the County Volunteer Coordinator. She left us with a Compact Code of Good Practice on Volunteering and the beginnings of a County Volunteer Network across Cumbria
- The foundations of the Volunteer Centres Cumbria group have been built upon, developing a brand that has turned into joint publicity and joint effort towards Volunteer Week 2008.

■ Representation and Community Involvement

- Four Cumbria Compact Codes of Good Practice were completed
- Support has been given to Cumbria Third Sector Infrastructure Forum which has resulted in a business plan and strategy being submitted to Capacitybuilders, and funding secured for the next 3 years
- Cumbria Third Sector Network was launched, and a consultation event was held on the Cumbria County Council Third Sector Strategy
- Cumbria Action for Health has regular meetings which are well attended with speakers from the Primary Care Trust and Adult Social Care. It has also coordinated the Third Sector response to 'Closer to Home' consultation
- A bid to host Cumbria LINK was successful, delivery to commence in April 2008

■ Human Resources

- A new employment and personnel service has been established through Peninsula employment advice service for all Third Sector organisations in Cumbria
- Countywide policies and procedures have been developed for Cumbria CVS
- Third Sector groups have been supported to develop their own policies & procedures through local development work
- A Countywide Employment Network has been established in partnership with ACAS.

■ Communications

- Work has commenced on developing a new 'brand' for the organisation
- A communications strategy both internally and externally is being developed
- A Cumbria Third Sector web portal will soon to be launched
- Work is on-going on an 'Information Project' which will provide important statistical data on the Third Sector in Cumbria. Investment has been made in a new database to facilitate this and meet information needs of members
- A Newsletter and Funding publication are produced on a monthly basis
- Various county and local events and regular networks have been run to support and inform Third Sector groups.

'Cumbria CVS continues to support local and county-wide organisations with funding and financial advice; supporting trustees and responding to the training needs of the Third Sector. Human resources and ICT are complex areas for any organisation and Cumbria CVS has responded by providing access to an ICT and Employment Advice Service.'

Jessica Riddle, Chair, Cumbria CVS



first class services

■ Development

- Development Officers from the five locations have begun to work as a Cumbria-wide Development Team. They are in the process of developing their specialist skills and knowledge
- They have been responsible for answering over 3,400 enquiries and devoting nearly 9,000 hours of work to support groups in the Third Sector in Cumbria
- Funding Fairs provide an opportunity for Third Sector organisations to speak directly to local, regional and national funders regarding funding for their projects. Last year 411 individuals attended Funding Fairs across the county, representing over 150 organisations and projects.

■ ICT

- Throughout the year work has continued to ensure Cumbria CVS new shared internal ICT network is as efficient and effective as possible
- Cumbria CVS has run a pilot ICT Support Service with ten groups over the last year, funded by Capacitybuilders, and now have a number of contracts to deliver ICT support to Third Sector groups
- A new service has been established across the county offering telephone advice and information and remote maintenance with a limited on-site service from the Penrith office
- An additional short project funded by the ICT Hub has mapped the existing video conferencing facilities in the main towns around the county to raise awareness of its usage and benefits.

■ Equality and Diversity

- Carlisle and South Lakes localities took part in trialling Part 2 of the Equitable Access Equality Framework. This provided an opportunity to audit equality across service areas and to meet legal obligations
- Development Officers are using the framework as a tool to support the development of good practice within other Third Sector organisations
- Through our involvement with Equality and Diversity Partnerships and the Cumbria Third Sector Infrastructure Partnership we are working to raise awareness of equality and diversity issues across the county.

■ Training

- The successful delivery of training to the Third Sector across Cumbria continues, including accredited and non-accredited courses
- Cumbria Trustee Network is now well established with activities and events, including a county-wide conference
- Cumbria CVS virtual learning platform - Moodle - was launched, allowing for e-learning initiatives and activities to be blended into our training delivery
- A programme of training and support was run, in partnership with Cumbria County Council, for organisations engaging with Public Service Delivery
- A programme of internal staff development for Cumbria CVS, including ICT training, has been developed
- The promotion and management of the Neighbourhood Learning in Deprived Communities (NLDC) Fund across Cumbria has continued.



'Being a member of Cumbria CVS has given the management of Bowness Bowling Club comfort by knowing that we are a member of a professional organisation who we can contact for advice and information when necessary on most subjects. Over the last five years our club committee has undertaken a major refurbishment programme of the club buildings and facilities which are now beginning to transform the club. we have had valuable discussions with our local CVS office regarding assistance in sourcing funding towards the building costs.'

Ian Porter Secretary, Bowness Bowling Club

first hand localities

Localities are focussed on supporting the local membership by offering the services of their Development Officers who provide individual support, including funding and governance advice. All offices also have a comprehensive library resource as well as other services including the use and hire of equipment.

Local Forums

Local Forums have been established in each area and, as intended, seem set to be an important vehicle for consultation and joint working for the Third Sector.

In **Eden** it also serves as the Stronger Communities Working Group of the Eden Local Strategic Partnership.

Partnerships

All localities are committed to working in partnership with other agencies to benefit the Third Sector. Partners vary according to the locality.

Carlisle facilitated a series of Community Health events on behalf of the Healthy Communities and Older People Group of Carlisle Local Strategic Partnership, which culminated in an event at Tullie House.

South Lakes has developed effective working partnerships with the PCT (Primary Care Trust), Parish, District and County Councils, Police, Fire & Rescue and other Third Sector organisations, and includes representing the sector on the Local Strategic Partnership - including active membership of the Health & Wellbeing Group and Chair of the Community Involvement Task Group.

Premises

West Cumbria has refurbished their building in Maryport to provide a Community Resource Centre which is fully accessible and inviting for clients, staff and volunteers. Carlisle has had the capacity to accommodate another organisation within their premises and both West and Carlisle have a fully equipped meeting/conference space for hire. Eden is in the process of purchasing new offices and, on moving, similar facilities will be available.

Work to progress plans for a shared Third Sector premises in Carlisle "The Carlisle Hub" continues, working closely with both Carlisle City Council and Cumbria County Council.

Projects

Barrow's Learning Champions Project was showcased at the Adult Learners Conference and has engaged over 400 learners. As a result of being promoted county-wide the CRB disclosure service has increased by approximately 20% in the last six months, with 130 organisations registering.

The Gold Star Volunteering Project in Carlisle has continued to disseminate good practice producing a monthly bulletin and a good practice guide.

Walking to Health continues in Barrow, but 2008 saw the completion of the project in Eden due to lack of funding. It has been successful in both areas, with new walks developed within Eden targeting individuals and groups that experience deprivation, social exclusion or isolation.

'If we didn't have a Council for Voluntary Service we'd need to invent one - this year we've worked together on many different initiatives. Sometimes it's simple things like promoting our grants programmes through Funding Fairs. We've also worked together to make sure Cumbria benefits from the new European Social Fund Community Grants and the CVS has supported our application to manage the new Grassroots Grants Scheme.'



Andrew Beeforth, Director Cumbria Community Foundation & Chair of the Infrastructure Forum Executive

County and Regional activities

As a partner on the Third Sector Infrastructure Forum Executive, Cumbria CVS was involved with the production of a business plan and strategy which will help to shape infrastructure support service developments over the next 3 to 5 years. Cumbria CVS has also worked with Third Sector Infrastructure Forum Executive members to implement the proposals within the business plan and strategy, submitting applications to the Capacitybuilders Modernisation Projects and Improving Reach Programmes and proposals to the Big Lottery Fund for support in Cumbria from the BASIS round two programme.

At a regional level, Cumbria CVS is a member of the Five Counties Partnership, the North West Infrastructure Partnership, the North West Region Learning Partnership and the North West Volunteering Network. Involvement with these regional groups has allowed us to work collaboratively on matters such as submitting tenders to the Learning and Skills Council; considering Public Service Delivery opportunities; and the development of the Regional Economic Strategy.

Cumbria CVS has represented the Third Sector on the Cumbria Strategic Partnership and Executive, and has contributed to the development of the Local Area Agreement and the Cumbria Community Strategy.

Cumbria CVS also worked in partnership with Cumbria Community Foundation to secure a £149,848 contract for the delivery of the national Community Grants programme in Cumbria.

Plans for next year

In 2008/09 we will deliver services as per our stated aims and published Business Plan. Areas for particular consideration and development include:

- Development of the Board of Directors
- Representation of the Third Sector by Cumbria CVS, particularly around Local Area Agreements and Strategic Partnerships
- Further implementation of the recommendations from the Information Project's research undertaken by Clare Edwards in 2007
- Further development and implementation of a Cumbria CVS volunteering strategy
- Completion of the purchase of a property in Penrith
- Develop a sound financial base to enable the delivery of the Cumbria CVS Business Plan for 2008 and beyond



