



Chase Council for Voluntary Service

A Member of



Annual Report 2009-2010

1st April 2009 - 31st March 2010



...Promoting the Third Sector

Chase CVS Team

1st April 2008 to 31st March 2009

CVS TEAM



Kent Parson
Chief Officer



Alison Cotterell
Finance Officer



Beverley Molloy
Community Development Manager



Kate Bainbridge
Home Comforts Project Manager



Pat Stevens
PA to Chief Officer



Clare Matthews
Administrative Assistant



Carol Hayes
Partnership Support Officer



Samantha Brass
Home Comforts Project Assistant



Diane Yates
Domestic Violence Co-ordinator
(Part-Year)



Jo Bridgeman
Administrative Assistant
(Community Transport)



Maureen Brown
Information Officer



Donna Crowley
Home Comforts Volunteer Co-ordinator



Chris Wright
Community Link Worker



Natalie Mahon
Administrative Assistant



Caroline Bradford
Community Liaison Officer



Tim Bainbridge
Home Comforts Project Worker



Tina Hunt
Community Link Worker Support



Kelsey Lintern
Volunteering Development Officer



Jane Reynolds
Youth Volunteer Advisor



Tracey Bate
Home Comforts Administrative Assistant
(Part-Year)



Joanne Manton
Community Link Worker Support
(Part-Year)



Adam Jackson
Volunteer Research Assistant



Lucy Cox
Chase PAIRs and Volunteering Administrative Assistant



Robert Farmer
Home Fire Risk Checks Worker



Nicola Mucklow
Toy Library Assistant



Myra Rathbone
Cleaner

Louise Norgate
Reaching Out Co-ordinator
(Part-Year)

Fiona Maybury
Home Comforts Administrative Assistant
(Part Year)

Home Comforts Administrative Assistants
Chris Carter
Elle Litchfield
Sam Ingram
Home Fire Risk Check Marketing Worker

James Aston
Website 7 Catalogue Maintenance Worker

Project Workers
David Kitchen
Adam Mitchell

Volunteer Drivers

Derick Ashurst - Eric Burton
David Clissold - Mike Forrester
Bob Gallagher - Gary Grant
Ray Griffiths - Eric Jupp
Mitch Martin - Don Owen
Gerwin Price - Ken Ridgeway
Ron Stevens - Michal Szary
Bert Tranter - Celia Tranter
John Walkendon - Bill White

Home Comforts Volunteers

Anton Ashford
James Aston
Will Baker
Rita Barnes
Andy Birch
Stuart Birks
Tina Birks
Craig Brough
Martin Burley
Scott Capewell
Paul Clamp
Wayne Connolly
Shirley Cope
Hannah Coxon
Thomas Crabb
Emma Davidson
Michael Drake
Becky Evans
Laura Evans
Conor Fairbairn
Christy Fisher
Mike Forrester
Deby Foster
Emma Furnell
Anthony Gavin
Ian Gordon
Carl Gozzard
Charlotte Greasley
Lee Harwood
Anita Hickman
Martin Horvatt
Luke Howe
Ben Hubbard
John Jayatilake
Steven Jones -
Veronica Jones
Jagrahne Kaur
Linda Knight
Michael Lerner
Guy Lingard
Kevin Litherland
Matthew Maddox
Natasha Malone-Fitzpatrick
Christopher Miller
Andrew Newlands
Noel Newton
Toni Rees
Rebecca Roberts
Jason Robinson
Patricia Roden
William Ryan
Gareth Sarginson
Sam Searle
Michelle Sey
Susan Shaw
Ian Sheppard
Kerry Sherwood
Graham Smith
Josh Stapley
Hazel Till
Craig Vernon
Sheila Ward
Dean Watkins
Barry Wilkes
Peter Williams
Colin Winfindale
Christopher Woolley
Charlotte Wright
Michelle Young



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Aims and Objectives

The Chase Council for Voluntary Service has five main functions:

Representation of local voluntary and community groups' views at local levels in both central Government initiatives and local Government strategies.

Liaison between both voluntary organisations and voluntary and statutory agencies by developing networking opportunities and forums.

Development of both new and existing voluntary groups by responding to the needs of both the voluntary sector and the community at large.

Support of local groups by way of providing office services (ie photocopying and typing) and advice on various subjects.

Partnership: supporting the development of key partnerships in Cannock Chase and encouraging the voluntary and community sector to become involved in partnership working.

Chase Council for Voluntary Service

Company Limited by Guarantee Registration N^o: 5589693 England
(registered office below)
Registered Charity N^o: 1113065



Registered Office

Chase Council for Voluntary Service

CVS Buildings
Arthur Street
Chadsmoor
Cannock
Staffordshire
WS11 5HD

Tel: 01543-500404

Fax: 01543-500406

Email: enquiries@chase-cvs.org.uk

Website: <http://www.chase-cvs.org.uk>

Opening Hours

Monday to Thursday: 9.00am - 4.30pm

Friday: 9.00am - 4.00pm

Background:

The Chase Council for Voluntary Service was established in 1996. The organisation is a company limited by guarantee and is registered with the Charity Commission.

Chase CVS supports the formation and development of voluntary and community organisations in the district of Cannock Chase. It also offers services to voluntary and community groups, including office space, the hire of CVS meeting rooms, overhead projector, display boards and flipchart, photocopying and laminating.

Chase CVS produces a newsletter, *Chase Vision*, which is distributed to over 200 voluntary and community groups, as well as statutory agencies, libraries and District Council Members.

A Member of



A Member of



Message from the Chairperson

The value of volunteers cannot be overstated, quantified or measured – suffice to say, without them the job of local authorities and indeed Government would be so much more difficult.

Fortunately Chase Council for Voluntary Service has an abundance of volunteers in every avenue of its operation and much of that is down to the fact that they are constantly told of the importance of their contribution and are always treated as an integral part of the team by our regular staff who are also prepared to go that extra mile.

It is while on this theme that I wish to publicly acclaim the work of our late colleague and board member David Clarke who worked tirelessly for the people of Norton Canes and was a staunch stalwart for the work of CVS.

Along with my colleagues I shall greatly miss his sound advice, his regular encouragement as well as his strength of character which meant he always stood firm on matters that were dear to his heart and the community whom he served.

On the staffing side we have managed to recruit several new employees some of whom are now assisting the new Volunteer centre which has proved to be a considerable success particularly as so many of the volunteers were made redundant but still wished to do something useful as well as take the opportunity to learn new skills.

Bev as ever continues to be productive with her Development Team; bringing VCOs together within their specialist groups in order to analyse how the sector can contribute to the Local Area Agreement outcomes.

Partnership working has worked well and the e-bulletin distributed to all CVS members has proved very successful.

Following the successful bid to Coalfield Regeneration Trust the successful launch of the Home Comforts project was held at Brereton where there was a networking luncheon attended by Peter McNestry, chairman of CRT.

The Board of Directors have once again given of their time to ensure the smooth running of the organisation. Jan Wilson has proved to be an outstanding acquisition, making her presence felt on the Finance and Funding sub-committee as well as other CVS activities.

Another recent recruit, Joyce Foreshaw has also been quick to make a contribution serving on the new Risk Assessment and Employment sub committees. The risk Assessment committee is ably chaired by David Wilkinson

As ever, Councillor Muriel Davis valiantly chairs the Employment sub-committee and Frank Allen continued to carry out his vital role as chairperson of Funding & Finance, only standing down recently with Jan Wilson taking over

In these exacting times Kent and the team guide us through a morass of difficulties as we wait with bated breath to what may lie ahead.

Kenneth A Jackson
Chase CVS Chairperson

Treasurer's Report

The Unrestricted Income funds are available for general use only as far as they have not been used to purchase Fixed Assets and for this reason the Unrestricted Funds are split on the Balance Sheet between those Designated for Fixed Assets and those generally available for any use.

The Statement of Financial Activities shows a "Profit" of £60,010. The Restricted Income Funds, however, were increased by £58,179 representing Restricted funds received in this years and to be spent in next year. In order to ascertain funds available for general use in the future, we need to disregard this and the movements on fixed assets and depreciation classed "Designated Funds" and, if we do so, we see that we have a surplus in such general funds for 2009/10 of £1,491 as opposed to a surplus in 2007/08 of £2,873 in the previous accounts.

The charity is left with £56,712 in reserves available for general use. Our stated goal of retaining 3 months running costs plus redundancy provision would require around £83,000 and remains a difficult target. Improvements in employee protection legislation and our inability to get project funders to increase their grants to cover potential future costs now means that the charity has greater potential redundancy costs than was previously the case.

The grant from Big Lottery to fund key services and personnel came to an end in June 2010. It has not proved possible, as yet, to replace the funding from July 2010 onwards and a conscious decision has been made to maintain service levels and to accept a reduction in the available reserves. Budgets for the year have been cut and a close monitoring of costs whilst actively pursuing further grants for 2010/11 and future years. It remains to thank all of our funders for the assistance they have given over the year and those who have pledged support for the future.

Paul Beasley
Treasurer

STATEMENT OF FINANCIAL ACTIVITIES for the year ended 31st March 2010

	Notes	Unrestricted Income Funds £	Restricted Income Funds £	Total Funds 2010 £	Total Funds 2009 £
INCOMING RESOURCES					
Grants and Donations	3	38,569	526,526	565,095	521,160
Investment Income	4	400	-	400	3,512
Trading Income	5	32,531	28,034	60,565	67,726
Management charge to Projects		25,826	3,404	29,230	19,955
Total Income Resources		97,326	557,964	655,290	612,353
RESOURCES EXPENDED					
Direct charitable expenditure	6	88,019	503,168	591,187	520,608
Transfer of Funds to Partner	8	-	4,093	4,093	6,250
Contribution from unrestricted funds to Projects		7,476	(7,476)	-	-
Total Resources Expended		95,495	499,785	595,280	526,858
Net Incoming / (Outgoing) Resources for the year		1,831	58,179	60,010	85,495
Fund balance at 31 st March 2009		56,888	297,742	354,630	296,625
Fund balance carried forward at 31 st March 2010		58,719	355,921	414,640	382,120

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.



Treasurer's Report

BALANCE SHEET As at 31st March 2010	31.03.10	31.03.09			
	Note	£	£	£	£
Fixed Assets held for use by the Charity	10	£	177,961	£	167,364
Current Assets/Liabilities					
Trade Debtors		38,801		19,780	
Cash in Hand		475		475	
Bank		200,904		170,035	
Prepayments		2,936		4,260	
		243,116		194,550	
Less Creditors falling due within one year:					
Accruals		6,437		7,284	
		236,679		187,266	
		414,640		354,630	
Represented by Funds:					
Unrestricted - General		56,712		55,221	
- Designated		2,007		1,667	
		58,719		56,888	
Restricted	9	355,921		297,742	
		414,640		354,630	

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31st March 2010

	Unrestricted Income Funds	Restricted In- come Funds	Total Funds 2010	Total Funds 2009
	£	£	£	£
3. Grants and Donations				
Big Lottery	-	130,803	130,803	123,292
Big Lottery - Home Comforts Grant	-	-	-	58,411
Burntwood C&LP	-	3,000	3,000	-
Cannock Chase Council	10,000	56,757	66,757	33,630
Cases	158	-	158	240
Chase Pairs	-	1,899	1,899	1,528
Chasewater Innovation Centre	-	874	874	-
Children & Young people conference	-	-	-	4,000
Coalfields Regeneration Trust	-	109,699	109,699	87,420
Councillor Lewis	-	-	-	500
Councillor Bob Merry	-	-	-	202
Home Comforts Future Jobs Fund	-	22,079	22,079	-
Homezone Living	-	1,000	1,000	4,000
Lichfield CVS	164	57,772	57,936	47,390
Lichfield DC	-	1,500	1,500	4,000
Rugeley CL&P	-	3,514	3,514	4,001
Norton Canes Community Partnership	-	-	-	22,210
Primary Care Trust	3,733	-	3,733	3,671
SCIO Resources	-	37,391	37,391	-
Staffs Council for Vol. Youth Services	-	7,584	7,584	7,480
Staffordshire County Council	23,827	23,079	46,906	91,932
Staffs Fire & Rescue	-	24,489	24,489	29,141
Staffs Moorlands	328	-	328	-
Tamworth CVS	326	822	1,148	2,113
Sundry Donation	33	-	33	-
Surestart	-	44,264	44,264	-
	38,569	526,526	565,095	525,161



Treasurer's Report

EXTRACT FROM THE NOTES TO THE FINANCIAL STATEMENTS for the year ended 31st March 2010 cont.

	Unrestricted Income Funds	Restricted In- come Funds	Total Funds 2010	Total Funds 2009	
	£	£	£	£	
4. Investment Income					
Interest Received	400	-	400	3,512	
5. Trading Income					
Home Comforts Income	-	22,972	22,972	21,484	
Membership Fees	828	-	828	756	
Office Services & Other Income	13,164	4,585	17,749	25,795	
Rent Received	11,041	-	11,041	13,963	
Room Hire	6,392	-	6,392	5,699	
Training	1,106	477	1,583	29	
	32,531	28,034	60,565	67,726	
6. Direct Charitable Expenditure					
Salaries	52,739	330,339	383,078	344,900	
Ers NIC	13,796	15,995	29,791	27,772	
Employers' Pension contributions	2,667	642	3,309	4,157	
Training	-	10,171	10,171	4,357	
Travel and Motor Expenses	872	16,225	17,097	18,699	
Rent & Room Hire	-	25,199	25,199	14,709	
Conference Costs	-	2,109	2,109	2,764	
Rates & Water	1,118	2,565	3,683	1,929	
Heat & Light	2,906	5,439	8,345	5,387	
Postage	257	1,632	1,889	1,716	
Printing & Stationery	517	3,565	4,082	5,446	
Publications	-	380	380	901	
Promotion & Advertising	-	5,787	5,787	3,522	
Recruitment	-	531	531	-	
Telephone	670	6,120	6,790	6,851	
Legal & Professional	2,435.00	12,274.00	14,709	8,921	
Auditors Remuneration	1,196	1,110	2,306	1,764	
Repairs & Renewals	2,377	1,937	4,314	11,194	
Rent of Equipment	1,184	2,528	3,712	8,497	
Affiliation / Insurance	1,753	3,354	5,107	2,946	
Subscriptions	365	3,471	3,836	3,327	
Bank Charges	188	-	188	163	
Bad Debt	1,353	-	1,353	-	
Sundries	217	14,638	14,855	8,355	
Adult & Community Learning Project	-	-	-	5,804	
Management Fees	-	24,711	24,711	16,893	
Loss on Disposal of Fixed Assets	-	600	600	-	
Depreciation	1,409	11,846	13,255	9,634	
	88,019	503,168	591,187	520,608	
			Unrestricted Income Funds	Restricted Income Funds	Total Funds 2010
			£	£	£
8. Transfer of Funds to Partners					
Chase Pairs			-	4,093	4,093
			-	4,093	4,093



Treasurer's Report

9. Movements in Restricted Funds

	31.03.09	Income	Contribution from General Fund	Expenditure	31.03.10
	£	£	£	£	£
0 to 7 Project	-	4,796	-	4,886	(90)
Building Project (a)	167,297	-	-	4,196	163,101
Big Lottery	2,332	130,803	1,000	131,117	3,018
Children's & Young Persons Conference	2,278	-	-	2,065	213
Community Transport - Cannock	974	6,181	-	7,212	(57)
Community Transport - Rugeley	447	4,900	6,476	11,710	113
Domestic Violence Co-ordinator	4,288	29,048	-	25,377	7,959
Domestic Violence Forum	-	3,054	-	3,054	-
Connecting Communities	-	-	-	-	-
Home Comforts Service	33,483	56,551	-	43,537	46,497
Home Comforts Scheme					
CRT	68,373	109,699	-	117,795	60,277
Home Comforts Scheme Fire & Rescue	1,402	9,225	-	6,739	3,888
Rugeley CL&P	-	3,514	-	2,630	884
SCIO Core Services	-	37,391	-	9,866	27,525
SCIO Volunteer Development	12,592	50,613	-	48,967	14,238
SNTL	530	4,062	-	4,543	49
Social Care & Health	-	37,907	-	14,074	23,833
Staffs Fire & Rescue	-	16,082	-	16,082	-
Sundry Project CCDC	-	400	-	384	16
Childrens Centre	-	38,145	-	38,145	-
Voice	1,200	-	-	720	480
Volunteer research assistant	-	8,008	-	8,008	-
Youth Volunteer	2,546	7,584	-	6,153	3,977
	297,742	557,963	7,476	507,260	355,921
Unrestricted - designated	1,667	-	1,749	1,409	2,007

10. Tangible Fixed Assets

	Freehold Premises	Motor Vehicles	Fixtures, Fittings & Equipment	Total
	£	£	£	£
Cost				
At 31.03.09	173,563	2,995	24,065	200,623
Additions	2,410	13,540	8,502	24,452
Disposals	-	(600)	-	(600)
At 31.03.10	175,973	15,935	32,567	224,475
Depreciation				
At 31.03.09	12,399	2,236	18,624	33,259
Charge for period	4,196	3,994	5,065	13,255
Re Disposals	-	-	-	-
At 31.03.10	16,595	6,230	23,689	46,514
Net Book Value				
At 31.03.10	159,378	9,705	8,878	177,961
At 31.03.09	161,164	759	5,441	167,364
Additions to Fixed Assets				
Purchased out of :				
a) Unrestricted Income	-	-	1,780	1,780
b) Capital Funds	2,410	13,540	6,722	22,672
	2,410	13,540	8,502	24,452

Message from the Chief Officer

We have seen a continuation of our increased level of activity from the previous year and some significant events have also occurred.

In June the County Compact was signed at a SCIO Conference by the Staffordshire Strategic Partnership and SCIO on behalf of the voluntary and community sector. It was formally adopted later in the year and signed by Councillor Neil Stanley on behalf of Chase Community Partners at our AGM.

This year also saw the threat of a flu pandemic and we were involved in our own and the sector's precautionary measures. Fortunately the pandemic threat faded but it made us more aware of how we needed to prepare for major events for the future.

In August we suffered a major flood and whilst this caused severe disruption to us and to our tenants, the insurance company fully covered our losses. At another time in the year, we finally had the car park landscaped and the District Council planners signed off the development.

Bev has managed her Development Team well during the second year of the project, ensuring that she, Carol and Maureen continue to exceed their targets. They have been efficiently supported by Clare.

During the year her team has grown with the start of the Community Liaison Service, funded by Social Care and Health. This grew from a piece of work initiated by Phil Smith, the then District Director, who sadly passed away during the year. Caroline was recruited to deliver the service and Natalie returned from Maternity Leave to provide her admin support. Another project to come under Bev's wing started in January, funded by the District Council. The Connecting Communities project covers Etching Hill and the Heath areas of Rugeley and Philippa (previously our DV Co-ordinator) was later recruited to take up the post.

During this year we created a Senior Management Team structure, bringing together those within the CVS with responsibility for managing other staff. This team – Bev, Alison, Chris, Kelsey and Kate supported by Pat, has been invaluable in developing our business continuity planning and future direction. My thanks go to them for the work they have put in.

The Home Comforts service has continued to thrive, although the effect of the recession can be seen in the level of business. We successfully became engaged with the Future Jobs Fund initiative and employed 6 new staff, four of whom continued after the end of the initiative. Kate has carefully led her team of Sam, Tim, Donna, Rob and both Tracey and Fiona (who returned from Maternity Leave to job share with Tracey). Kate has continued to have an eye on future direction for the service.

The Volunteer Centre team of Kelsey, Jane and Lucy have continued to operate over the Cannock Chase district and across South Staffs. Louise announced she had found another job during the year and Kelsey took on the Volunteer Development Officer role on a full time basis. We employed Adam during the year to increase the volunteering opportunities in the latter district.



Message from the Chief Officer

Jo has continued to co-ordinate the Community Transport service. During the year we moved her to the Chadsmoor office and she has settled in well there.

Chris and Tina have continued to deliver a successful service for Cannock Chase Children's Centre. We also took on the 0-7 Partnership Parent Champion work and this has also been very successful – often referred to as best practice in the region. The team was augmented by Joanne Manton during the year, who has helped to deliver across all the work areas. Nicola took over Room 18 as a toy library base, having moved her stock out of SNAP. She has also been developing a self help group for parents of children with disabilities.

Diane has worked hard during the year in her role as Domestic Violence Co-ordinator as well as supporting Chase PAIRs. Lucy ensured that the PAIRs administration was up to scratch.

Alison has worked tirelessly on the CVS finances, often responding to requests for information (mostly from me) at a moment's notice. Pat has tried to look after me as best she can – despite me being a lost cause. She always makes sure I am pointing in the right direction. Myra, too, cheerfully keeps us clean and tidy.

I am privileged to work with the CVS team, who work hard and tirelessly to deliver such a good service to the District. This is also made possible through the support of the Trustees. I would like to thank them for their continued efforts at Board and Sub-Committees.

Kent Parson
Chief Officer



Supported by

The National Lottery[®]
through the Big Lottery Fund



South Staffordshire **NHS**
Primary Care Trust



Chase CVS Services

- *Chase Vision*, Chase CVS's quarterly newsletter ended the year with a quarterly circulation of **306** hardcopies and **110** recipients who have elected to receive it in electronic format. This includes voluntary and community organisations, libraries, statutory services and District Council Members. The last 4 issues of the publication are available to download from the Chase CVS website.
- The fortnightly Chase CVS E-Bulletin has increased its circulation and is now mailed to **223** individuals representative of VCOs and public and statutory agencies. The bulletin is also available in the download section of the Chase CVS website - which displays the most recent 6 issues.
- The Chase CVS meeting room had **234** external bookings during the year, providing a venue for a range of voluntary, community and statutory organisations.
- Equipment is available for voluntary or community groups to access, including:
 - Kitchen Facilities
 - TV and Video
 - Interactive Whiteboard
 - Laptop
 - Data Projector and Screen
 - Overhead Projector and Screen
 - Display Boards
 - Flipchart and Easel
- Chase CVS offers the following services to voluntary and community groups:
 - Leaflets and Poster Design
 - Laminating (ID badges, etc.)
 - Colour Printing and Scanning
 - Fax Service
 - Photocopying
 - Guillotine
 - Comb Binding
 - Payroll Services
- Annual membership to Chase CVS is £12.00. For this fee, organisations can access the facilities and services for a reduced rate, and also have the option of being able to nominate a representative from their organisation to the CVS Board of Trustees.
- A comprehensive reference library is available, so that voluntary and community groups can access advice and information.
- Grant Finder searches are available to assist groups in their search for potential funding sources.
- VCO details are entered into the ThankQ database, where permission is given, enabling information relating to their services to be accessed on the Communities Together website through the searchable database facility.



The Work of Chase CVS

- Chase CVS provides management of the CVS Buildings, in which the main reception is located, assisting with enquiries and requests from community and voluntary organisations. Four tenant organisations were based within the building, during the year:
 - Chase Under-5's Nursery
 - Miners' Advice Centre
 - Cannock Chase Children's Centre
 - ASIST (Advocacy Services in Staffordshire)
- Office space has also been available for occasional or regular bookings and this has enabled services to be provided locally eg Adsis, utilising the facility twice weekly to accommodate local people who need access to their service.
- Chase CVS has a development team that assists and supports voluntary and community groups in many ways, including: helping them work together, improving management committee skills, constitution development, obtaining charitable status, seeking funding, skills development and many opportunities for networking.
- We also operate a local community transport service for the Cannock Chase District.
- The Volunteer Centre Cannock Chase, located at Chase CVS, provides a central point for the recruitment and promotion of volunteering opportunities in the district and also in South Staffordshire.
- The Community Link Workers, working with Cannock Children's Centre, encourage parent participation through public events, Open House meetings and training and volunteering opportunities.
- Chase CVS works extensively in interpersonal violence and abuse: we host the successful local Forum, Chase PAIRs (Preventing Abuse In Relationships) - the Forum raises awareness of domestic abuse issues in the district; and we employ a Domestic Violence Co-ordinator, who works to develop and monitor the district domestic violence strategy.
- Home Comforts - Chase CVS operates a furniture recycling and re-use scheme which receives donated furniture and supplies it to those in need. The project also provides Home Fire Risk Checks for vulnerable people.
- As well as working with management committees in voluntary and community groups, Chase CVS was also represented in a number of local strategic activities, including:

<ul style="list-style-type: none"> • Chase Community Partners (Local Strategic Partnership) • Cannock Chase Children's Centre • Cannock Chase Disability Equality Forum • Cannock Chase Play Partnership • Children's Trust Board • Community Action Teams • Community and Learning Partnerships • Crime and Disorder Reduction Partnership 	<ul style="list-style-type: none"> • Health and Wellbeing Group • Health Net • Joint Operations Group (JOG) • Learning, Education and Economic Prosperity • Locality Working Project • Own Your Streets • Skill base • Shopmobility • Sustainable Development Group • Worklessness Action Group
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Chase CVS Development Service

The Building and Strengthening Communities Project, funded by the Big Lottery Fund's BASIS programme entered its final year in July and indications are that agreed outcomes will be achieved. The second end of year report was submitted to the Big Lottery Fund in July 2009 and the third mid-year report in January 2010.

During this financial year **128** individual Voluntary and Community Groups (VCOs) accessed specific support from the service inclusive of: information only requests (**45**); networking opportunities (**63**); Grant Finder searches (**42**) and intensive development support (**40** - **11** of these were new groups). This intensive support was delivered through **100** one-to-one sessions and **11** Committee Briefings.

Support received during the year resulted in improvements to VCO governance and operational procedures, there was also an increase in the number of VCOs working toward a quality standard. From the overall support obtained several VCOs attracted funding, through their applications to differing grants, to a total of **£215,127.00** collectively.

The benefit to the wider community has been the ability of the VCOs to deliver services at a grassroots level, these included:

- Parent & Toddler Groups;
- Seated Exercise Classes for Older People;
- Children's Play Area;
- Community Centre;
- Workers and Equipment for Young People's Out of School Activities;
- Support and Advice for Young People;
- Homeless Projects;
- Family Support;
- Luncheon Clubs and Older People's Social Activities.

Information was disseminated to over **200** VCOs through the media of our quarterly newsletter, Chase Vision, and the fortnightly e-bulletin. These publications cover a range of topics including: governance, legal updates, sector information, events, training, funding and volunteering opportunities.

VCOs have also continued to play a part in the decision making process this year with the continuation of the themed Local Area Agreement (LAA) block meetings and participation in the Representatives Forum.

The events organised and held during the year are as follows:

Events	Attendees	Organisations
Improve Health & Wellbeing LAA Block Meetings (<i>2 Meetings</i>)	23	13
Strong, Safe & Cohesive Communities LAA Block Meetings (<i>2 Meetings</i>)	21	15
Children & Young People LAA Block Meetings (<i>2 Meetings</i>)	20	16
A Vibrant, Prosperous & Sustainable Economy and A Protected, Enhanced & Respected Environment combined LAA Block Meetings (<i>2 Meetings</i>)	12	8
Representatives' Forum	9	
AGM & Community Liaison Project Launch	65	28
Community Liaison Neighbourhood Network Events (<i>2 Meetings</i>)	50	33
Coalfields Regeneration Trust - Funding Briefing	22	18

An external evaluation of the service was carried out by Empower, covering the period July 2007 to June 2009, their report was completed in September 2009.

Chase CVS Development Team

The following is an extract from Empower's evaluation:

"The difference the project has made so far has been significant and important. VCOs have made improvements to the management of their committees and successfully accessed funding to continue their service delivery. Needs assessments of participating VCOs have been conducted ensuring that the support provided continues to meet local needs and fill any gaps in provision. Newly formed VCOs have been given extensive support enabling them to get started, including support with their constitution and governance. This increased involvement and activity by VCOs has resulted in a better networked voluntary community. Access to information by VCOs has improved, resulting in the sector kept up-to-date with new initiatives and changes in legislation, enabling them to run their organisations more effectively. As organisations have become more sustainable, they have started to get more involved in local consultations, thereby contributing to the planning of local services. VCOs have shared information through the Peer Support Groups and Themed Block Meetings which have helped them to work collaboratively within the sector and in specialist areas, resulting in VCOs involved in newly formed partnerships. VCOs have become more involved in local partnerships, helping to improve the volume of locality work at a grass roots level.

Feedback obtained from the VCOs throughout the 2-year evaluation period has been particularly positive and supportive of the project. Results from the Annual Fact Finder – a comprehensive feedback questionnaire sent to support VCOs, and the 12 monthly review of services have been encouraging and have been used to formalise new delivery plans for the remainder of the life of the project, therefore ensuring the project continues to meet the needs of the service users."

Development services were further enhanced this year with the addition of a Community Liaison Officer, Caroline Bradford, who joined the team in November. The purpose of the role, funded by Social Care and Health, is to deliver a pilot project within the Chadsmoor area. This pilot seeks to identify the services available for older, vulnerable people and assist VCOs providing or wishing to provide these services.

A neighbourhood network has been formed with two meetings already held and a further five events planned. The meetings have been very well attended with representatives from VCOs currently providing services within the locality and various statutory agencies who are able to offer their support. This network has been a useful medium for identifying gaps in service provision.

A mapping exercise is underway in order to identify the social groups that are currently available for the over sixties. Once completed a "What's On" sheet will be produced and distributed through the local VCOs.

Funding has been awarded from Staffordshire Cares Community Wellbeing Fund to form a social group for people with a dual sensory loss. Working in partnership with Staffordshire County Council, Social Care and Health Rehabilitation Officers for the visually and hearing impaired the group, 'Care & Share Cannock', is scheduled for launch at the beginning of April.

The Building and Strengthening Communities Project ends on 30th June 2010, Development Support for VCOs will continue with the assistance of SCIO.

Beverley Molloy - **Community Development Manager**
Carol Hayes - **Partnership Support Officer**
Maureen Brown - **Information Officer**
Caroline Bradford - **Community Liaison Officer**

Volunteer Centre Cannock Chase/South Staffs

The staff team within the Volunteer Centre grew again this year! We welcomed Adam Jackson to the team in July. Adam had previously been a volunteer with the Volunteer Centre's Youth Action Team and successfully took up a new role as 'Research Assistant'.

The Volunteer Centre has continued to flourish with recruiting 'Duty Officers' and we had 5 active officers through the year. We also had a temporary project 'Volunteer 4 Health'; project worker Ros Bonner was a welcome addition to the team.

We now have **195** organisations that have offered **272** opportunities for people to volunteer. We have worked closely with the organisations, assisting with advertising, recruitment and support. **62** organisations have received good practice advice during the period.

We have assisted the set up of **3** new volunteering programmes for organisations.

Across Staffordshire a successful bid meant we could offer free Volunteer Management training courses for registered organisations. This proved to be very popular and we look forward to the forthcoming courses.

We have had **1226** potential volunteers register with us, the most popular method has been on line! We have helped to fill **425** placements.

In Cannock Chase, the Volunteer Centre was present at various events such as Carers Rights Day and Volunteer promotion. Press releases were issued throughout the year covering these events and promoting volunteering, eg appealing for volunteer Community Transport Drivers. Promotional material was updated and refreshed in community venues and libraries. Make a Difference Day was a huge success with volunteers and staff giving their time to revamp a community venue in Rugeley.

In South Staffs, promotional posters and leaflets were distributed around the district in public areas such as community venues, shops, surgeries and Post Offices. More links have been forged in South Staffordshire and the Volunteer Centre now has a base in South Staffs Community and Voluntary Action.

The Volunteer Centre was actively involved in the Staffordshire Volunteer Centres' Network, looking at shared standards and methods of working, and also attended meetings of Volunteering West Midlands and Volunteering in Staffordshire and Stoke-on-Trent (VISS).

The Volunteer Centre continues to grow and flourish as the interest in volunteering increases in each district. The economic downturn has had a large impact on the number of people wishing to volunteer in order to re-skill or to gain valuable experience. We look forward to the coming year and the challenges it may bring.

Kelsey Lintern
Volunteer Development Officer



Community Transport Service

The Community Transport Service has seen yet another busy year with the demand for its service increasing by approximately fifty percent.

The Rugeley Community Transport and the Cannock Car Scheme have been merged together to form a district-wide project 'Community Transport Service'.

The service is now accessed by over **300** individuals across the district.

The Rugeley office in Sheepfair was closed and administration moved to CVS Buildings in Chadsmoor. This, together with the merger, has made the running of the scheme far more efficient, particularly as it enables other CVS staff to provide cover, as necessary, with little disruption to normal duties.

The service would not be able to operate with out the continued support of our volunteer drivers. Although we lost the services of two of our drivers during the year, we have managed to meet the majority of requests for transport with the generous help of our **10** Rugeley and **3** Cannock based volunteers. Many of our drivers have supported the scheme by undertaking two runs a day to enable us to meet demand. Even with their extra support their are occasions when we simply do not have the capacity to meet every request for transport.

There are currently two volunteers who use the CVS vehicle for service provision, therefore this obviously limits the journeys available. There were a few ignition problems with the vehicle early in the year, these were fortunately resolved and it continues to provide transport for those who need it. As a safeguard breakdown cover has been purchased for the vehicle.

Feedback from our service users has been extremely positive, conveying their gratitude for the service and their high regard for the drivers. The increased demand for the service is very much due to satisfied customers informing their friends and neighbours of the facility.

As ever we are always in need of more volunteer drivers and continually advertise for more through leaflet distribution, CVS media and the Volunteer Centre.

We will continue to endeavour to fulfil the needs of our service users in the forthcoming year and work toward increasing our volunteer base.

Joanne Bridgeman
Administrative Assistant

Home Comforts

Furniture Re-use Project



This year the funding through the Coalfields Regeneration Trust has enabled us to continue to develop our services. Our volunteering programme has continued to be a success with targets set for the period met and in some cases exceeded.

During the twelve month period we acquired two Luton box vans which have been used to provide additional services such as a pilot collection of reusable furniture items in Partnership with South Staffordshire District Council as part of their Bulky Waste Amnesty Scheme. This also created new opportunities for volunteering.

The new training room (funded through the Grants for Community Learning Fund) became fully operational and this has made a big difference to our volunteers as they have access to computers and can meet with tutors from the college as necessary.

The service had identified the need to expand its storage and office space. This would enable us to accept more volunteers and display suites, beds, wardrobes and flat packed furniture more easily. In May the lease to the adjoining unit at Ranton Park was acquired and the two units were linked by a connecting archway. This additional space has made a big difference to delivery of our service and has enabled us to store and re-house more items of reusable furniture, thereby diverting unwanted items, often of good quality, from landfill. Statistics showed an increase in items re-housed 1205 (2009) and 1004 (2008).

The Future Jobs Fund Programme opened for contracting in July and Chase Council for Voluntary Service/Home Comforts was included in the first tranche of bids by Stoke City Council to the Department of Works and Pensions. If successful this would enable Home Comforts to recruit 6 new members of staff for a period of 26 weeks under this scheme. During the period of employment the service would increase the skills of participants through training, capacity building and support whilst looking to extend employment contracts beyond the end of the term if funding would allow.

In December 2010 4 posts were recruited:

- Samantha Ingram – Home Fire Risk Check Marketing Worker
- Elle Litchfield – Administrative Assistant to the Volunteer Co-ordinator
- Christopher Carter – Administrative Assistant to the Project Manager
- James Aston – Web design and Web catalogue Worker

In January 2010 these posts were joined by:

- David Kitchen – Stock Donation and Marketing Worker
- Adam Mitchell - Furniture Repair Worker.

All 6 posts would provide support to develop the services in roles that had not previously been available at Home Comforts

During the year we were successful in obtaining funding from the Home Zone Living, Home Zone Community Development Fund and the Lichfield Housing Solutions Group which would enable us to continue to provide our services in the wards of Burntwood, Chase Town, Chase Terrace and Armitage with Handsacre in the Lichfield District. In addition we obtained contracts to raise awareness of volunteering opportunities and to recruit volunteers from the wards of Burntwood, Chase Town, Armitage with Handsacre and also Western Springs in Rugeley, through the Burntwood and Rugeley Community and Learning Partnership.

Our Home Fire Risk Check Service funded through the Reaching Out Project of Staffordshire Fire and Rescue Service continued, resulting in a total 140 Fire Risk checks and basic Home Safety Advice appointments being arranged during the year. We have been able to provide Face to Face invitations to our Beneficiaries and Donors, where possible, with an explanation of the service that is free and can benefit the more vulnerable members of the community. In addition, the service has built up a good

Home Comforts Furniture Re-use Project

reputation within the local area of benefit through forging strong links and a trusting relationship with volunteers, organisations and service users.

Fiona Maybury returned to Home Comforts in April and continued to job share in the post of Administrator with Tracey Bate. Fiona commenced maternity leave in September 2009 and we are pleased to report that Louisa Rose was born in October.

Planning and development for the provision of a new Home Comforts service based in Rugeley next to the Household Waste Recycling Centre (HWRC) continued. This new service would be for a pilot period and would encourage reuse of smaller household items, toys, bric-a-brac, books etc. The service would be subject to a Memorandum of Understanding between Staffordshire County Council, Enterprise Ltd (who manage the HWRC site) and Chase CVS.

Staffordshire Furniture Reuse Forum agreed to jointly share statistics on Beneficiaries, Donors, items collected and re-housed and numbers of volunteers supported, to show the impact of furniture Reuse Projects in Staffordshire. The Forum will then include the results in a report to the Staffordshire Joint Waste Management Board for consideration.

The following table shows the outputs for the service during 2009/10:

Total Beneficiaries	562
Total Donors	941
Total items collected	1283
Total items re-housed	1205
Total Tonnage diverted from Landfill	29.314 tonnes
Total new volunteers recruited	72
Total Volunteers increasing skills/progressing	76
Total volunteers assisted into employment	16
List of courses arranged (Staff and Volunteers)	ASDAN – Volunteering in the Community ASDAN – Organising and event Equal Opportunities and Diversity Confidentiality Manual Handling First Aid awareness CV Building Coaching Skills
NVQs achieved (Volunteers)	Warehouse and Distribution (x 4) Business Administration (x 1)
NVQ's progressing (Volunteers)	Warehouse and Distribution (x 1) Business Administration (x 2) ICT (x 1)

Finally, I would like to thank all staff and Volunteers at Home Comforts for their continued support and hard work during the last year.

Kate Bainbridge
Home Comforts Project Manager



SCIO Secondment to Staffordshire Fire & Rescue Service

Chase CVS, on behalf of SCIO, employed and managed the Reaching Out Co-ordinator, seconded to Staffordshire Fire & Rescue Service (SFRS), until mid autumn. With the departure of Louise, to her new role at VAST, it was agreed that the new worker would be employed directly by SFRS.

The aim of the service is to provide VCOs, who work with potentially vulnerable groups of people, with training and support that enables them to provide free Home Fire Risk Checks (HFRCs), inclusive of fitting smoke alarms and other risk reducing measures, for their service users.

During the 6 months that the role was managed for SCIO the service continued its pilot projects in East Staffs, Cannock Chase and Newcastle districts with the aim of completing these in March 2010. Training was accessed by Spirita Housing for new workers and a refresher was delivered to Beth Johnson Housing Staff. Beat the Cold agreed to deliver a small number of HFRCs on a six month trial in Newcastle. Home Comforts is one of the VCOs delivering the service in Cannock Chase and their success in delivery is detailed on page 18 of this report.

Moves to run a similar pilot in Stoke-on-Trent were put in motion with a meeting of interested organisations; from this four potential delivery organisations were identified: Arch, Beat the Cold, Brighter Futures and Revival (*formally known as Staffordshire Housing*). Separate meetings were held with Saltbox to look at potential for further collaboration between SFRS and the faith community. Revival began their HFRC delivery and the initial feedback on the quality of completed forms was positive. The Supporting People Handyperson Schemes received training to enable them to deliver HFRCs in Stoke-on-Trent.

The Adsis East Staffs Prevention Project concentrated on delivering training and information sessions to partner agencies in its second year; Blue and Red Watches at Burton Fire Station are now trained to deliver brief interventions. Preliminary discussions have looked at ways in which similar preventative work around alcohol and fire issues could take place around the county.

Contributions within partnership working have included: Staffordshire Compact's development of Codes of Practice; SFRS Community Interest Company (CIC) for PFI fire stations, considering the development of voluntary sector networks in new community facilities; Joint Commissioning Unit, addressing third sector commissioning; Staffordshire Wide Accident Prevention Partnership (SWAPP), looking at accident prevention strategy for the over 65s.

Attended the Common Purpose 'North Staffs Focus' course which aims to develop leadership skills and networks, centred around what is happening in North Staffs; part of the course included a visit to Drake Hall women's' prison. Raising awareness of the campaign through attendance at a range of seminars and events including: 'Solving Local Problems' Seminar, Launch of Countywide Handyperson Scheme; NI7 Compact Conference; Chase CVS Stronger Safer Communities; Partnership Risk Management Training; Falls Prevention Strategy Meeting; S3SN Safer, Stronger, Cohesive Communities Ref Group; Pandemic Flu Conference; Lancashire Fire & Rescue Volunteers pilot scheme; SFRS Conference on Social Marketing and North West Fire Service's volunteers meeting.

The project continues to make good progress in addressing the safety issues of the most vulnerable in society.

Louise Norgate
Reaching Out Co-ordinator
(Seconded to Staffordshire Fire & Rescue Service)



Staffordshire
Fire and Rescue Service
preventing • protecting • responding



Strategic Engagement

The CVS has continued to be engaged at various strategic levels during the year. At district level, the CVS is a member of the Local Strategic Partnership and sits on the LSP Executive Board. We are also involved with and represented on each of the following Local Area Agreement blocks:

- **Health & Wellbeing:** The CVS is represented at Board level but also holds a contract with Social Care & Health to ensure vulnerable people in the community can access services (*see page 15*).
- **Children and Young People:** Kent continued to Chair the main local Children's Trust Board during the year and we are also actively engaged with the Management Advisory Groups of the Community & Learning Partnerships through Bev and Carol. We continued to support other representatives from the third sector groups in the district to these Boards.
- **LEEP (Learning Education, Employment and Prosperity):** We have attended the Board meetings and also Carol has represented the CVS on the Worklessness sub-group.
- **CDRP (Crime and Disorder Reduction Partnership):** As well as being an active member of this partnership, we are also involved with this work through our employment of the Domestic Violence Co-ordinator.
- **Sustainable Development:** We also contribute to one of the LAA targets regarding waste recycling through Home Comforts.

The CVS was also represented by Bev or Carol at the JOG (Joint Operations Group), Rugeley Adult & Family Learning, 0-7 Partnership and Chase Sports and Play Partnerships.

Chase CVS is an active member of SCIO and within that Consortium, the Chief Officers amongst its members undertake various roles and responsibilities. Kent chairs one of the Theme Groups of SCIO, Core Services, which is responsible for delivering consistent development support services across SCIO members. Bev is also a member of the Development Workers' Network, which is a sub-group of Core Services and Alison is a member of the Finance Officers' Group. We are also involved with the Volunteering Theme Group and indeed Kelsey attends the Volunteer Development Network, which is a sub-group of that. In terms of the Staffordshire Third Sector Network, whilst we are not represented on the Theme Group, Carol attended the Partnership Support Officers' Network. There is also the Information Management Group, which deals with the activities surrounding the publicity and marketing of SCIO but more particularly the website - www.communitiestogether.org.uk.

There are commensurate responsibilities for Kent at Chief Officers' Group level and within the Operation Hub. Angela Jones is our Trustee Representative on the SCIO Consortium Board.

Membership of SCIO has brought additional responsibilities at a strategic level within the county and Kent has a responsibility to represent the third sector across the county within the Strong, Safe & Cohesive Communities block of the Local Area Agreement. He shares this responsibility with Janette Bourne from Newcastle CVS and his responsibility is to attend and contribute the third sector view point in the SSCC Working & Performance Group.



Chase PAIRs

Interpersonal Violence and Abuse Forum

This year has seen Chase PAIRs continue with its role of awareness raising, education and training, together with the quarterly meetings of the Forum.

Lucy Cox has proved to be a valuable administrator, ensuring that the Forum's meetings, including the AGM, have run smoothly; raising awareness through the production and distribution of PAIRs leaflets. A new Children's Leaflet was compiled, inclusive of useful websites and help lines for children in need of support.

Opportunities to raise awareness were undertaken at several events, where Chase PAIRs and the White Ribbon Campaign were promoted.

These have included:

- **The Inside Justice Event** at Cannock Magistrates Courts
- **Chase CVS AGM**
- **Slipper Swap Shop**

The White Ribbon Campaign created an award that organisations can work towards; leaflets and support for those wishing to participate were made available.

Chase PAIRs was once again able to secure funding of £200 towards the costs of the 'Buzz' project, delivered by DanceXchange, and launched in February. This year 15 young people from Cannock Chase High School benefitted from the project, which aims to raise the self-esteem of young people affected by Domestic Violence. Students had the opportunity to work towards the Bronze Arts Award.

Members of Chase PAIRs attended Domestic Abuse Awareness training sessions, and also the Multi Agency Risk Assessment Conference training with Staffordshire Women's Aid.

The Inter Personal Violence and Abuse Action Plan has been under review this year, in consultation with members of Chase PAIRs, the Crime and Disorder Reduction Partnership (CDRP), Victim Support, Staffordshire Women's Aid and the Police Protection Unit (PPU).

A new business plan will be developed for Chase PAIRs and sources of income researched, in order to fund a PAIRs Co-ordinator to carry on the work of the Forum.

Diane Yates
Domestic Violence Co-ordinator



Domestic Violence Co-ordinator

This has proven to be a busy year; working in partnership with other DV Co-ordinators and agencies, including: Crime & Disorder Reduction Partnership; Domestic Abuse Partnership; Staffordshire Women's Aid; Joint Operations Group; DV Steering Group; Age Concern; 0-7 Partnership; Cannock Chase Council; Teenage Pregnancy Team and the Youth Service.

The MARAC (Multi-Agency Risk Assessment Conference) repeat rate for Cannock Chase increased to 39%, the target is 32%. If someone is assessed as at Very High Risk of domestic abuse, they will be referred to the MARAC. The MARAC is a monthly meeting chaired by the police. It is intended to share information about Very High Risk clients in order to prevent homicide, develop a safety plan, put all possible support in place and lower the risk as soon as possible.

The Local Area Agreement Domestic Abuse indicator, NI32 Delivery Plan and Risk Assessment were refreshed; links with other delivery plans were investigated and a quarterly report on the analysis of domestic abuse in Cannock was produced. Contribution was made to the alcohol reduction strategy; work undertaken with the Housing Manager to discuss abuse policies for tenants and design for a leaflet to raise awareness. Support was given to key professionals to develop a hospital domestic violence project and deliver training to key staff.

In partnership with the Youth Service, training sessions were delivered with Staffordshire Women's Aid (Healthy and Abusive Relationships) for young people at Rugeley Youth Centre. Further support was given to this group with the launch of their "Don't Cover Up" campaign on Women's Right Day.

Workshops were delivered on domestic violence and support and early interventions for children for primary school teachers at the 'Shape It' event at the County Showground. Presentations were delivered on: the recent 'Child Protection' research to Chase PAIRs Forum; 'Domestic Abuse & Positive Responses' for residents at Cannock Chase Museum; 'MARAC' for the staff at Cannock Children's Centre.

A new toolkit, the **Alcohol, Substance Misuse and Domestic Violence Toolkit**, has been developed in partnership with other DVCs and substance misuse professionals. The toolkit, now in draft form, is for use by county wide frontline workers. It will go out for consultation and an evaluation workshop will be facilitated prior to its publication and launch.

Diane Yates
Domestic Violence Co-ordinator

Community Link Team

During this year the Community Link Team has provided support to Cannock Children's Centre and the 0-7 Partnership with: Volunteering ASDAN; Branching Out; Training/Open House (Helping in Schools NVQ 2/3); Community Sessions; Lunch Club; Co-ordination of Friends 2; Men's activities (ie Men Behaving Daddly); 0-7 Parent Champions (OCN accredited course) and Branching Out (Rugeley)



These activities have provided attendees with opportunities that have realised the following successes: There were 7 certificates achieved from the first course of the Volunteering ASDAN and 15 individuals signed up to the second course. The course enabled parents to volunteer in different settings in order to further their interests or careers. The volunteers have supported organisations such as: West Chadsmoor Family Centre, Family Focus, Friends of the Centre, Bevan Lee Community Group; Rugeley Crèche and other local playgroups and schools. As a result of undertaking the course, inclusive of their volunteer placements, 4 volunteers progressed to full-time paid employment and 6 obtained part-time paid roles.

Parent Champions recruited 12 individuals for the first course, 10 of whom completed portfolios and hope to achieve their Level 2 OCN soon, a further 12 began the course in February. The well established 'Helping in Schools' NVQ Levels 2 or 3 have 10 students working towards their qualification.

The Lunch Club has been well attended and a range of themes have been introduced. Other events held during the year have included: Men Behaving Daddly (23 sessions); A Dad's group has been established at Bevan Lee; Graphoanalysis (6 week course); Larches Wood Residential; Branching Out (with 5 members achieving level 2 in English and Math). The team also provided support for 5 events hosted by Cannock Children's Centre.

Family Learning has developed with some very creative courses held at the Children's Centre and in the community. This has led to increased confidence in participants that has raised their aspirations and motivation. Many of our Parent Champions were recruited during these sessions (as well as networking events and meetings) and the course itself has been very empowering.

Contacts with parents on a one to one basis continue to be an important part of the Community Link Team's work. Individuals often pop in to the CVS office or telephone for advice or information. This can range from a simple problem that can be resolved quickly (eg childcare/transport issues) to a listening ear for a more complex personal problem. The team ensure they are available to offer support and signpost to appropriate agencies.

The team has developed links with other organisations, to raise the profile of the service offered, these include: 0-7 Partnership; WEA; Connexions; Job Centre Plus; Family Focus; Bevan Lee, E-bus South Staffs College, BDF New Life, Katherine House, Home Comforts, WIRE, Children's Trust, Chase Emotional Health, CAB, BES, Reach for the Stars, Burton Chinese Community, Women's Aid, FIS, Adsis, Skill Base, Relate, PCT, Crazy Saints, Play Rangers, WCFC, Chase PAIRs, Volunteer Bureau, Parent Support Workers and involved.

The following are quotes from individuals who have taken up some of the opportunities made available through the programme:

- "Really enjoy volunteers, I just can't believe that I can learn something while the kids are being looked after"
- "I know I've only just started but can I volunteer NOW 'cos I'm really excited"
- "I've got no skills 'cos I've never worked so who's going to want me?" *Now on volunteer programme and loving it!*
- "I feel soooooo good" *a three year old boy coming out of the wood after a clay splat.*
- "I love Joyce and have really looked forward to Thursdays, can we have her back please"
- "Do you know, I really feel quite important now" *a Parent Champion after attending the 0-7 steering group*
- "Never thought that I would be able to do anything like that" *a Parent Champion after speaking at a networking event.*

Chris Wright - Community Link Worker

Tina Hunt and Joanne Manton Community Link Worker Support



Member Organisations

<ul style="list-style-type: none"> • 1st Blackfords Sea Scout Group • ADS (Addictions Dependency Solutions) • Adsis • Age Concern South Staffordshire • Arthritis Care (Cannock) • ASIST • Avon Business & Leisure Limited • Beaudesert Trust • Bevan Lee Community Partnership • Bevan Lee Estate Residents' Assoc • Bike to Basics • Brereton & Ravenhill Parish Council • Brereton & Rugeley Parochial CC • Brereton Town Football Club • Burntwood Lions • Cannock & District Access Group • Cannock & Stafford Athletic Club • Cannock Chase Advice Centre • Cannock Chase Children's Centre • Cannock Chase Churches Housing Coalition • Cannock Chase Rail Promotion Group • Cannock Chase Wheelchair Dancers • Cannock Cricket Club • Cannock Miners' Advice Centre • Cannock Thursday Club • Cannock Wood & Gentleshaw Village Hall • Chase Litter Pickers • Carers Association Southern Staffs • Cerebral Palsy Mid Staffs • Chadsmoor Tapestry Group • Chase Area Pregnancy Centre • Chase Athletic Football Club • Chase Citizen's Advice Bureau • Chase Night Shelter • Chase Swimming Club • Chase Under 5s' Nursery • Creative Support • Cruse Bereavement Care Lichfield & Cannock Branch • Dog Assistance in Disability (Dog Aid) 	<ul style="list-style-type: none"> • Encourage 2 Flourish • Family Focus • Friends of Longford • Friends of the Museum of Cannock Chase • Girls Venture Corps Air Cadets • Greenwood Studios • Hazel Slade & Rawnsley Community Association • Heath Hayes & Area Senior Residents' Support Group • Heath Hayes Art Society • Hednesford Pentecostal Church • Hednesford Sports Partnership • Hednesford Town Parish Council • Home Comforts • Lichfield and District Live at Home Scheme • Little Angels Playgroup • Martin Woodward Cancer Trust • Mid Staffs Mencap • Mid Staffs Mind • Moorhill Pre-school and Fun Club • National Ankylosing Spondylitis Society • Norton Canes Community Partnership • Norton Canes Scout Group • Norton Canes WRVS Darby & Joan Club • Older People's Advocacy Alliance • Parents & Friends of The Eric Roberts Centre • Pathway Project • POhWER • Pre-School Learning Alliance Staffordshire • Prince of Wales Youth Theatre • Redhill Robins Day Care Centre • Relate South Staffs • Royal Engineers Association "Old Comrades" • Rugeley & District Committee for Macmillan Cancer Relief • Rugeley & District Phoenix Activities Club • Rugeley & District Stroke Club 	<ul style="list-style-type: none"> • Rugeley Lions PIN Charitable Trust • Rugeley Open Spaces Association • Rugeley PHAB Fun Club • Rugeley Physically Handicapped Association • Rugeley Progressive Working Men's Club and Institute • Rugeley Young People's Partnership • Sakiado Norton Canes • Samaritans (Stafford Branch) • Sanctuary Group/Beth Johnson Housing Association • Shopmobility • SNAP • South Staffordshire Family Mediation Service • South Staffordshire Network for Mental Health • Special Friends Club • Sport4All • St Aidan's Church • St Michael's Church (Brereton) • St Peter's Community Hall, Hednesford • St Stephen's Methodist Church • Stafford & Rugeley Sea Cadets • Stafford League of Hospital Friends • Staffordshire Aphasia Self Help Group (SASH) • Staffordshire Blind • Staffordshire Wildlife Trust • Staffordshire Women's Aid • The Dove Service • The Laurels Residents' Association • Tiddlywinks Preschool • Trinity Pop-In • Trips for Kids • University of the 3rd Age • Uttoxeter Mind • Victim Support Mid Staffs • West Chadsmoor Community Partnership • West Chadsmoor Family Centre • YMCA Rugeley/Wolverhampton
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Contact details for all of these groups are available upon request.



Chase Council for Voluntary Service

Contact Details:

Main Office

CVS Buildings, Arthur Street
Chadsmoor, Cannock, Staffordshire
WS11 5HD

Telephone: 01543-500404
Email: enquiries@chase-cvs.org.uk



Community Transport

CVS Buildings, Arthur Street, Chadsmoor, Cannock, WS11 5HD

Telephone: 01889-584843
Email: transport@chase-cvs.org.uk

Connecting Communities

CVS Buildings, Arthur Street, Chadsmoor, Cannock, WS11 5HD

Telephone: 07961-444166
Email: philippacarr@chase-cvs.org.uk

Community Liaison Service

CVS Buildings, Arthur Street, Chadsmoor, Cannock, WS11 5HD

Telephone: 01543-500404
Email: carolinebradford@chase-cvs.org.uk

Cannock Chase Volunteer Centre

CVS Buildings, Arthur Street, Chadsmoor, Cannock, WS11 5HD

Telephone: 01543-500404
Email: volunteering@chase-cvs.org.uk

Community Link Team

CVS Buildings, Arthur Street, Chadsmoor, Cannock, WS11 5HD

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Home Comforts

Unit 1, Ranton Park, Martindale, Hawks Green, Cannock, WS11 7XL

Telephone: 01543-467555
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Chase PAIRs DV Forum

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