



# Chase Council for Voluntary Service

A Member of



## Annual Report 2010-2011

1<sup>st</sup> April 2010 - 31<sup>st</sup> March 2011



**...Promoting the Third Sector**

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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<sup>o</sup>: 5589693 England  
(registered office below)  
Registered Charity N<sup>o</sup>: 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](mailto: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*



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## 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. Five tenant organisations were based within the building, during the year:
  - ASIST (Advocacy Services in Staffordshire)
  - Cannock Chase Children's Centre
  - Chase Under-5's Nursery
  - Dog Assistance in Disability (Dog Aid)
  - Miners' Advice Centre
- 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.
- Home Comforts - Chase CVS operates a furniture recycling and re-use scheme which receives donated furniture and supplies it to those in need and has units in Cannock and Rugeley.
- 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"> <li>• Chase Community Partners (Local Strategic Partnership)</li> <li>• Cannock Chase Children's Centre</li> <li>• Cannock Chase Disability Equality Forum</li> <li>• Cannock Chase Play Partnership</li> <li>• Children's Trust Board</li> <li>• Community Action Teams</li> <li>• Community and Learning Partnerships</li> <li>• Crime and Disorder Reduction Partnership</li> </ul> | <ul style="list-style-type: none"> <li>• Health and Wellbeing Group</li> <li>• Health Net</li> <li>• Joint Operations Group (JOG)</li> <li>• Learning, Education and Economic Prosperity</li> <li>• Locality Working Project</li> <li>• Own Your Streets</li> <li>• Skill base</li> <li>• Shopmobility</li> <li>• Sustainable Development Group</li> <li>• Worklessness Action Group</li> </ul> |
|---|---|

# Message from the Chairperson

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Once again it has not been a year for the faint hearted but our valiant staff ably backed by a hard working management executive have met all the challenges and continue to do all in their power to ensure the on-going well being of Chase CVS.

Our main pre-occupation has been to give staff advice and guidance against the possibility of redundancies. Many members of the Employment sub committee have been especially helpful having one to ones with members of staff as well as being available whenever requested.

So far we have not had to lose anyone as we have balanced the books by reducing hours wherever possible.

We were unfortunate in having to lose the services of trustee Joyce Foreshaw who has moved out of the area at a distance too far to commute. It was also with great regret that we recently lost the services of Pat Stevens who gave invaluable assistance to Kent, myself and the rest of the board. Hers will be a hard act to follow.

At this point I would like to express my heartfelt thanks to Muriel Davis, Jan Wilson and David Wilkinson who make their roles seem effortless but I know only too well how much additional time they put in.

In this respect I would also like to extend my thanks to Frank Allen who happily fills the breach when I cannot be around despite his many onerous other duties.

Despite all the uncertainty we have been able tell our new local MP, Aidan Burley face-to-face and Baroness Warsi, co-chairman of the Conservative Party, of the particular difficulties we are facing because of the economic situation and hope that they will continue to give backing to our cause.

The year has not been one of total consternation as we completed the Big Lottery 'BASIS' project, opened the 'Home Comforts' re-use shop with the support of the County Council and successfully completed the Community Liaison Service pilot, leading to a two to three year contract.

Last but not least, what can we say of Kent Parson – in fair days and foul he continues to give great leadership and we are all thankful for that, conscious of the fact that we do not tell him enough how appreciative we are of his services.

As for me, I'm proud to be involved with such a sagacious team.

**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 "Loss" of £72,400. The Restricted Income Funds, however, were reduced by £77,621 representing Restricted funds received in previous years and spent in this 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 an increase in such general funds for 2010/11 of £4,738 as opposed to a surplus in 2009/10 of £1,491 in the previous accounts.

The charity is left with £61,450 in reserves available for general use. Our stated goal of retaining 3 months running costs plus redundancy provision would require around £80,000 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. Other funds have been secured but the level of service may suffer. Budgets for the year have again been cut and a close monitoring of costs whilst actively pursuing further grants for 2011/12 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 2011

|   | Notes | Unrestricted<br>Income Funds<br>£ | Restricted In-<br>come Funds<br>£ | Total Funds<br>2011<br>£ | Total Funds<br>2010<br>£ |
|---|-------|-----------------------------------|-----------------------------------|--------------------------|--------------------------|
| <b>INCOMING RESOURCES</b>                                 |       |                                   |                                   |                          |                          |
| Grants and Donations                                      | 3     | 63,919                            | 423,675                           | 487,594                  | 565,095                  |
| Investment Income   | 4     | 410                               | -                                 | 410                      | 400                      |
| Trading Income  | 5     | 34,348                            | 46,238                            | 80,586                   | 60,565                   |
| Management charge to Projects                             |       | 42,422                            | 4,083                             | 46,505                   | 29,230                   |
| <b>Total Income Resources</b>                             |       | <b>141,099</b>                    | <b>473,996</b>                    | <b>615,095</b>           | <b>655,290</b>           |
| <b>RESOURCES EXPENDED</b>                                 |       |                                   |                                   |                          |                          |
| Direct charitable expenditure                             | 6     | 133,219                           | 554,276                           | 687,495                  | 591,187                  |
| Transfer of Funds to Partner                              | 8     | -                                 | -                                 | -                        | 4,093                    |
| Contribution from unrestricted funds to Projects          |       | 2,659                             | (2,659)                           | -                        | -                        |
| <b>Total Resources Expended</b>                           |       | <b>135,878</b>                    | <b>551,617</b>                    | <b>687,495</b>           | <b>595,280</b>           |
| <b>Net Incoming / (Outgoing) Resources for the year</b>   |       | <b>5,221</b>                      | <b>(77,621)</b>                   | <b>(72,400)</b>          | <b>60,010</b>            |
| <b>Fund balance</b><br>at 31st March 2010                 |       | 58,719                            | 355,921                           | 414,640                  | 354,630                  |
| <b>Fund balance carried forward</b><br>at 31st March 2011 |       | 63,940                            | 278,300                           | 342,240                  | 414,640                  |

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 31 <sup>st</sup> March 2011    |           | 31.03.11       |                | 31.03.10       |                |
|--|-----------|----------------|----------------|----------------|----------------|
|  | Note      | £              | £              | £              | £              |
| <b>Fixed Assets held for use by the Charity</b>    | <b>10</b> |                | 180,354        |                | 177,961        |
| <b>Current Assets/Liabilities</b>                  |           |                |                |                |                |
| Trade Debtors                                      |           | 22,019         |                | 38,801         |                |
| Cash in Hand                                       |           | 475            |                | 475            |                |
| Bank   |           | 142,569        |                | 200,904        |                |
| Prepayments  |           | 3,616          |                | 2,936          |                |
|  |           | <u>168,679</u> |                | <u>243,116</u> |                |
| <b>Less Creditors falling due within one year:</b> |           |                |                |                |                |
| Accruals   |           | <u>6,793</u>   |                | <u>6,437</u>   |                |
|  |           |                | 161,886        |                | 236,679        |
|  |           |                | <u>342,240</u> |                | <u>414,640</u> |
| <b>Represented by Funds:</b>                       |           |                |                |                |                |
| Unrestricted - General                             |           |                | 61,450         |                | 56,712         |
| - Designated                                       |           |                | 2,490          |                | 2,007          |
|  |           |                | <u>63,940</u>  |                | <u>58,719</u>  |
| Restricted   | <b>9</b>  |                | 278,300        |                | 355,921        |
|  |           |                | <u>342,240</u> |                | <u>414,640</u> |

## Extract from the NOTES TO THE FINANCIAL STATEMENTS for the year ended 31<sup>st</sup> March 2011

|  | Unrestricted<br>Income Funds | Restricted In-<br>come Funds | Total Funds<br>2011 | Total Funds<br>2010 |
|--|------------------------------|------------------------------|---------------------|---------------------|
|  | £                            | £                            | £                   | £                   |
| <b>3. Grants and Donations</b>         |                              |                              |                     |                     |
| Big Lottery                            | -                            | 31,615                       | 31,615              | 130,803             |
| Burntwood C&LP                         | -                            | -                            | -                   | 3,000               |
| Cannock Chase Council                  | 10,000                       | 24,343                       | 34,343              | 66,757              |
| Cannock Primary Care Trust             | 3,733                        | -                            | 3,733               | 3,733               |
| Cases                                  | 31                           | -                            | 31                  | 158                 |
| Chase Pairs                            | -                            | 2,357                        | 2,357               | 1,899               |
| Chasewater Innovation Centre           | -                            | 4,650                        | 4,650               | 874                 |
| Coalfields Regeneration Trust          | -                            | 81,421                       | 81,421              | 109,699             |
| East Staffs CVS                        | 264                          | -                            | 264                 | -                   |
| Home Comforts Future Jobs Fund         | 215                          | 2,160                        | 2,375               | 22,079              |
| Homezone Living                        | -                            | -                            | -                   | 1,000               |
| Joint Commissioning Unit               | -                            | 39,886                       | 39,886              | -                   |
| Lichfield CVS                          | 1,762                        | 40,300                       | 42,062              | 57,936              |
| Lichfield DC                           | -                            | -                            | -                   | 1,500               |
| Rugeley CL&P                           | -                            | -                            | -                   | 3,514               |
| Norton Canes Community Partnership     | -                            | 23,705                       | 23,705              | -                   |
| SCIO Resources                         | 10,909                       | -                            | 10,909              | 37,391              |
| Staffs Council for Vol. Youth Services | -                            | 7,597                        | 7,597               | 7,584               |
| Staffordshire County Council           | 33,827                       | 86,199                       | 120,026             | 46,906              |
| Staffs Fire & Rescue                   | -                            | 6,919                        | 6,919               | 24,489              |
| Staffs Moorlands                       | 2,870                        | 256                          | 3,126               | 328                 |
| Stoke on Trent CC                      | -                            | 30,181                       | 30,181              | -                   |
| Tamworth CVS                           | 308                          | 144                          | 452                 | 1,148               |
| Tamworth Volunteer Centre              | -                            | 4,246                        | 4,246               | -                   |
| Sundry Donation                        | -                            | -                            | -                   | 33                  |
| Childrens Centre                       | -                            | 37,696                       | 37,696              | 44,264              |
|  | <u>63,919</u>                | <u>423,675</u>               | <u>487,594</u>      | <u>565,095</u>      |

# Treasurer's Report

Extract from the NOTES TO THE FINANCIAL STATEMENTS for the year ended 31<sup>st</sup> March 2011cont

|                                | Unrestricted<br>Income Funds | Restricted In-<br>come Funds | Total Funds<br>2011 | Total Funds<br>2010 |
|--------------------------------|------------------------------|------------------------------|---------------------|---------------------|
|                                | £                            | £                            | £                   | £                   |
| <b>4. Investment Income</b>    |                              |                              |                     |                     |
| Interest Received              | 410                          | -                            | 410                 | 400                 |
| <b>5. Trading Income</b>       |                              |                              |                     |                     |
| Community Transport Income     | -                            | 7,626                        | 7,626               | -                   |
| Home Comforts Income           | -                            | 29,478                       | 29,478              | 22,972              |
| Membership Fees                | 917                          | -                            | 917                 | 828                 |
| Office Services & Other Income | 14,843                       | 8,515                        | 23,358              | 17,749              |
| Rent Received                  | 12,441                       | -                            | 12,441              | 11,041              |
| Room Hire                      | 5,894                        | 90                           | 5,984               | 6,392               |
| Training                       | 253                          | 529                          | 782                 | 1,583               |
|                                | <u>34,348</u>                | <u>46,238</u>                | <u>80,586</u>       | <u>60,565</u>       |

## 6. Direct Charitable Expenditure

|  | £              | £              | £              | £              |
|--|----------------|----------------|----------------|----------------|
| Salaries                                     | 88,448         | 328,622        | 417,070        | 383,078        |
| Ers NIC                                      | 9,970          | 18,539         | 28,509         | 29,791         |
| Employers' Pension contributions             | 2,803          | 1,140          | 3,943          | 3,309          |
| Staff Health Scheme                          | 303            | 2,061          | 2,364          | -              |
| Training                                     | 56             | 13,662         | 13,718         | 10,171         |
| Travel and Motor Expenses                    | 1,069          | 25,325         | 26,394         | 17,097         |
| Rent & Room Hire                             | -              | 40,871         | 40,871         | 25,199         |
| Conference Costs                             | -              | -              | -              | 2,109          |
| Rates & Water                                | 1,669          | 1,760          | 3,429          | 3,683          |
| Heat & Light                                 | 4,120          | 7,522          | 11,642         | 8,345          |
| Postage                                      | 956            | 813            | 1,769          | 1,889          |
| Printing & Stationery                        | 391            | 4,508          | 4,899          | 4,082          |
| Publications                                 | 661            | 61             | 722            | 380            |
| Promotion & Advertising                      | 73             | 5,135          | 5,208          | 5,787          |
| Recruitment                                  | -              | -              | -              | 531            |
| Telephone                                    | 3,153          | 5,103          | 8,256          | 6,790          |
| Legal & Professional                         | 3,468          | 12,357         | 15,825         | 14,709         |
| Auditors Remuneration                        | 1,813          | 287            | 2,100          | 2,306          |
| Repairs & Renewals                           | 2,275          | 509            | 2,784          | 4,314          |
| Rent of Equipment                            | 3,762          | -              | 3,762          | 3,712          |
| Affiliation / Insurance                      | 1,674          | 4,991          | 6,665          | 5,107          |
| Subscriptions                                | 2,629          | 1,178          | 3,807          | 3,836          |
| Bank Charges                                 | 206            | -              | 206            | 188            |
| Bad Debt                                     | 1,088          | -              | 1,088          | 1,353          |
| Purchase of Services from other SCIO members | -              | 10,149         | 10,149         | -              |
| Sundries                                     | 1,323          | 16,409         | 17,732         | 14,855         |
| Management Fees                              | -              | 39,065         | 39,065         | 24,711         |
| Loss on Disposal of Fixed Assets             | -              | -              | -              | 600            |
| Depreciation                                 | 1,309          | 14,209         | 15,518         | 13,255         |
|  | <u>133,219</u> | <u>554,276</u> | <u>687,495</u> | <u>591,187</u> |

## 8. Transfer of Funds to Partners

|             |          |          |          |          |
|-------------|----------|----------|----------|----------|
| Chase Pairs | -        | -        | -        | -        |
|             | <u>-</u> | <u>-</u> | <u>-</u> | <u>-</u> |



# Treasurer's Report

| 9. Movements in Restricted Funds    | 31.03.10       | Income         | Contribution from General Fund | Inter Fund Transfers | Expenditure    | 31.03.11       |
|-------------------------------------|----------------|----------------|--------------------------------|----------------------|----------------|----------------|
|                                     | £              | £              | £                              | £                    | £              | £              |
| 0 to 7 Project                      | (90)           | 20,226         | -                              | -                    | 17,226         | 2,910          |
| Building Project (a)                | 163,101        | -              | -                              | -                    | 4,194          | 158,907        |
| Big Lottery                         | 3,018          | 31,615         | 250                            | -                    | 34,415         | 468            |
| Children & Young Persons Conference | 213            | -              | -                              | -                    | -              | 213            |
| Childrens Centre                    | -              | 29,953         | -                              | -                    | 31,081         | (1,128)        |
| Community Transport                 | 56             | 33,858         | 1,410                          | -                    | 23,859         | 11,465         |
| Connecting Communities              | -              | 43,844         | -                              | -                    | 37,241         | 6,603          |
| Domestic Violence Co-ordinator      | 7,959          | 305            | 999                            | -                    | 9,263          | -              |
| Domestic Violence Forum             | -              | 2,680          | -                              | -                    | 2,716          | (36)           |
| Dual Sensory Project                | -              | 633            | -                              | 8,012                | 2,022          | 6,623          |
| Family Learning                     | -              | 6,000          | -                              | -                    | 805            | 5,195          |
| Future Jobs Fund                    | -              | 30,437         | -                              | -                    | 34,118         | (3,681)        |
| Get Active                          | -              | 5,099          | -                              | -                    | 5,099          | -              |
| Home Comforts Service               | 46,497         | 39,419         | -                              | (14,437)             | 24,803         | 46,676         |
| Home Comforts Scheme CRT            | 60,277         | 65,632         | -                              | 7,733                | 131,170        | 2,472          |
| Home Comforts Scheme Fire & Rescue  | 3,888          | 6,919          | -                              | (1,509)              | 9,298          | -              |
| Home Comforts Rugeley               | -              | 21,852         | -                              | 8,213                | 27,843         | 2,222          |
| Huntington C&LP                     | -              | 4,059          | -                              | -                    | 4,059          | -              |
| Norton Canes Community Partnership  | -              | 23,705         | -                              | -                    | 23,705         | -              |
| Rugeley CL&P                        | 884            | 5,688          | -                              | -                    | 5,231          | 1,341          |
| SCIO Core Services                  | 27,525         | 450            | -                              | -                    | 20,348         | 7,627          |
| SCIO Volunteer Development          | 14,238         | 44,690         | -                              | 5,415                | 54,776         | 9,567          |
| SNTL                                | 49             | 4,449          | -                              | -                    | 4,450          | 48             |
| Social Care & Health                | 23,833         | 39,886         | -                              | (10,512)             | 36,113         | 17,094         |
| Street Friends                      | -              | 5,000          | -                              | 2,500                | 4,266          | 3,234          |
| Sundry Project CCDC                 | 16             | -              | -                              | -                    | 16             | -              |
| Voice                               | 480            | -              | -                              | -                    | -              | 480            |
| Youth Volunteer                     | 3,977          | 7,597          | -                              | (5,415)              | 6,159          | -              |
|                                     | <b>355,921</b> | <b>473,996</b> | <b>2,659</b>                   | <b>-</b>             | <b>554,276</b> | <b>278,300</b> |
| <b>Unrestricted - designated</b>    | <b>2,007</b>   | <b>-</b>       | <b>-</b>                       | <b>-</b>             | <b>1,409</b>   | <b>598</b>     |

## 10. Tangible Fixed Assets

|   | Freehold Premises | Motor Vehicles | Fixtures, Fittings & Equipment | Total          |
|---|-------------------|----------------|--------------------------------|----------------|
| Cost  | £                 | £              | £                              | £              |
| At 31.03.10   | 175,973           | 15,935         | 32,567                         | 224,475        |
| Additions   | -                 | 15,106         | 2,805                          | 17,911         |
| Disposals   | -                 | -              | -                              | -              |
| At 31.03.11   | <b>175,973</b>    | <b>31,041</b>  | <b>35,372</b>                  | <b>242,386</b> |
| <b>Depreciation</b>                                 |                   |                |                                |                |
| At 31.03.10   | 16,595            | 6,230          | 23,689                         | 46,514         |
| Charge for period                                   | 4,194             | 7,012          | 4,312                          | 15,518         |
| Re Disposals  | -                 | -              | -                              | -              |
| At 31.03.11   | <b>20,789</b>     | <b>13,242</b>  | <b>28,001</b>                  | <b>62,032</b>  |
| <b>Net Book Value</b>                               |                   |                |                                |                |
| At 31.03.11   | <b>155,184</b>    | <b>17,799</b>  | <b>7,371</b>                   | <b>180,354</b> |
| At 31.03.10   | <b>159,378</b>    | <b>9,705</b>   | <b>8,878</b>                   | <b>177,961</b> |
| <b>Additions to Fixed Assets Purchased out of :</b> |                   |                |                                |                |
| a) Unrestricted Income                              | -                 | -              | 1,792                          | 1,792          |
| b) Capital Funds                                    | -                 | 15,106         | 1,013                          | 16,119         |
|   | <b>-</b>          | <b>15,106</b>  | <b>2,805</b>                   | <b>17,911</b>  |

## Message from the Chief Officer

This year a number of significant events took place, mentioned below in no particular order of priority.

We opened a re-use shop next to the recycling centre site in Rugeley, working in conjunction with the County Council Waste Department. This pilot venture is unique in the County and one of only a few in the country. It complements the Home Comforts furniture re-use service, led by Kate and supported by Donna, Sam and Tim. Home Comforts was where we recruited and trained many Future Jobs Fund employees during the year of whom, James and Becky are still with us. Admin support was ably supplied by Tracey and Fiona.

The year saw Home Comforts win two of the Job Centre Plus Awards: the Skills Development Award (Donna Crowley) and runner up in the New Recruit of the Year (Sam Ingram). We also negotiated with the District Council to support their bulky waste collection but this has not progressed.

Another milestone was the success of our Community Liaison Service, funded by Social Care and Health. They were pleased with the pilot and agreed to fund us for a further two, possibly three years. Caroline has led on this, supported by Natalie and they have also developed and supported a Dual Sensory Support Group and our Street Friends Project, which was highlighted recently as an example of Big Society in action.

The BASIS project came to an end during the year and the Big Lottery were very satisfied with our delivery of outcomes. Carol, the Partnership Support Officer decided to retire but Bev was able to continue to manage the Development team and deliver a service supported by Maureen. We tried for a Reaching Communities grant to develop the Street-Friend project further but were unsuccessful. A bid to Coalfields Regeneration Trust was submitted, however, to up-skill members of voluntary and community organisations and we later learned this had been successful.

The Volunteer Centres have continued to meet their targets – Kelsey covering adult volunteering and Jane Reynolds from SCVYS looking after the youth side. Lucy supplied the administrative support to them both and we managed to employ Adam for a while to provide additional support.

Lucy also provided administrative support to Chase PAIRs, the Interpersonal Violence and Abuse Forum and for a while we were able to continue to employ Diane as the DV Co-ordinator. However the funding for that post was not renewed.

Philippa, who had previously been our DV Co-ordinator, took on a new role as co-ordinator in a Connecting Communities project with the District Council. This recruited and trained Resident Champions in Etching Hill and later in the Blake area. During the year however, she emigrated to Australia and the project was continued by Chris and her Community Link team.

Chris, Tina and Jo also delivered the contracts for the Children's Centre and two of the Community & Learning Partnerships in the district. Early in the year, we encountered a setback when the funding for National 0-7 Partnership project ceased abruptly. Fortunately the two Community & Learning Partnerships stepped in with partial funding

## Message from the Chief Officer

and the project was able to continue and develop its Parent Champion programme. So successful was this that Chris was asked to speak on it around the County.

Nicola is also a part of the Community Link Team, managing the Toy Library and her special needs group.

Joanne, who had run the Community Transport Service for four years decided to retire at the end of the year. She had developed a good relationship with drivers and regular customers and will be missed by them. We recruited Fiona into the post and she has already developed a rapport with drivers and customers alike.

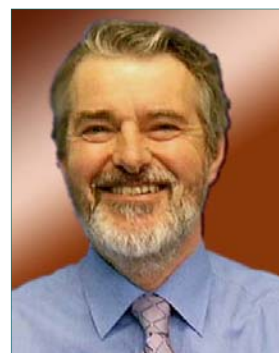
In the main office, Alison's role has expanded gradually – she covers the CVS finance, payroll for several groups and looks after the building.

During the year Clare announced she was pregnant and we were delighted when she gave birth to a baby boy, we missed her while she was off but Adrian came as another Future Jobs Fund employee to cover some of her work.

Pat has continued to support me in my role as well as the Board and all its sub committees. She also supported our Senior Management Team – Bev, Kate, Chris, Kelsey and Alison. Pat has since decided to retire and we will miss her services.

In summary, the whole team has worked extremely hard over the year and I extend my thanks to all of them.

I would also like to thank the Trustees who have given invaluable support during the year.



**Kent Parson**  
**Chief Officer**



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## Chase CVS Development and Engagement Services

**The Building and Strengthening Communities Project**, funded by the Big Lottery Fund's BASIS programme, came to a successful conclusion on 30<sup>th</sup> June 2010.

There were four main outcomes, which were all achieved by the date of completion, to the project connected to governance, funding, partnership working and information .

- VCOs based within the Cannock Chase District who were interested in developing initiatives accessed extensive development support in the form of capacity building sessions.
- The overall funding accessed by VCOs amounted to £1,486,596.
- The project brought together Voluntary and Community Organisations (VCOs) so that they could collectively influence decisions and have a greater involvement in the design and delivery of services within the district. The majority of these groups are considered to be micro services eg organisations with five or less employees.
- VCOs were kept up-to-date through the virtual network with fortnightly e-bulletins and the CVS website. This was complemented by a quarterly newsletter available in hardcopy or through the virtual network.

With the end of the project it was unfortunately necessary to reduce the staffing levels of the Development Service. The Partnership Support Officer's role had realised its remit and therefore Carol Hayes volunteered for redundancy, leaving the organisation at the end of June. From July 2010 the Community Development Manager's hours were reduced to 22.5 per week and the Information Officer's to 18.5 hours per week in order to provide continuation of the service whilst alternative sources of funding could be investigated.

**The Community Liaison Officer's** pilot proved to be a success and a further contract was awarded, initially for two years, that enabled the role to increase to full-time hours from July 2010.

During this financial year (April 2010 to March 2011) **240** individual Voluntary and Community Groups (VCOs) accessed specific support from the service inclusive of: intensive development support, inclusive of one-to-one sessions and committee briefings; networking opportunities; funding searches; information requests and signposting.

Chase CVS publications kept members of the mailing list informed on a monthly basis through the quarterly newsletter, Chase Vision, together with issues of the E-bulletin in the months when the newsletter was not produced. These publications provided the sector with information relating to funding opportunities; training and events; legal updates; volunteering, governance and other relevant issues relating to the sector.

The overall support received from the Development Services helped local VCOs successfully gain a total of **£251,626.52** in funding grants. This funding has provided the wider community with services that would not otherwise have been available, including:

- Advice and guidance
- Homeless/substance abuse projects
- Community centres/village halls
- Luncheon clubs and social events for older people
- Family/parental support
- Out of school clubs/activities for young people
- Furniture re-use service
- Support for unemployed people with job seeking skills
- Health specific support groups
- Volunteering/training opportunities

**The Chadsmoor Neighbourhood Network** continued to run smoothly and it is anticipated that this will eventually become user led. In October 2010 the Rugeley Neighbourhood Network was launched and it is hoped to launch a similar initiative in Norton Canes in September 2011.

The networks have provided a platform for guest speakers to inform attendees on a range of subjects and issues that are relevant to them. These have included: personal budgets, volunteering, the Staffordshire Compact and Staffordshire LINK. Workshops have enabled



## Chase CVS Development and Engagement Services

the network to develop their understanding of Criminal Records Bureau Disclosures, barriers in the community and personal budgets.

The network also provided opportunities to work in partnership and engage with statutory agencies including district Social Care & Health Teams, Staffordshire Fire and Rescue, Staffordshire Police and District Councils and have helped to realise the success of the events. The networks have enabled a mapping of service provision to be undertaken and the information will be collated into a "What's On" newsletter during the coming year for distribution to the local communities.

The pilot '**Street Friends**' project commenced in January 2011, supported by Cllr Derek Davis. Volunteers were recruited, CRB checked and attended induction sessions prior to introducing the service to the residents of the Jubilee estate. Ongoing support was given with the launch and development of the service. Three Community Brunches were held at a local church hall (where residents were given the opportunity to engage with statutory agencies and local VCOs over a breakfast bap) providing the opportunity to introduce the volunteers to the local community.

Feedback from the volunteers indicated that this type of low level intervention can play a pivotal role in supporting people to live independently within their own homes for longer.

**The Dual Sensory project's Care & Share Group**, Cannock, will be celebrating its first birthday with a party on the 6<sup>th</sup> April 2011. During the past 12 months the group has benefitted from a range of speakers that included: Staffordshire Fire and Rescue, Neighbourhood Watch and Social Care & Health. The group enjoys social activities and games such as table top gardening, bingo, quizzes and specially adapted table top games, as well as a fundraising concert in December. The group is keen to continue its own fundraising and start to work towards gaining independence.

A new initiative relating to Assistive Technology was launched with the '**Box of Trix**' which contains low cost supportive technologies that enables individuals to live independently. Working in partnership with Social Care & Health personnel contribution was made to a short film illustrating the importance of these types of technology. The aim is to develop a box of assorted technologies that local VCOs can offer to their patrons, for a small fee, thus enabling the 'box' to be replenished as items are sold. This scheme is set to develop over the forthcoming months.

Another new initiative during the year was to help set up Work Clubs. There are now four clubs up and running, which help people to access support and training within their own neighbourhoods.

The year ahead offers many challenges in these difficult times as the work of the Community Development and Engagement service strives to continue to provide and expand its services to the local voluntary and community sector of the Cannock Chase District.



**Beverley Molly**  
Community  
Development  
Manager



**Carol Hayes**  
Partnership  
Support Officer  
(Part Year)



**Caroline Bradford**  
Community  
Liaison Officer



**Maureen Brown**  
Information  
Officer



**Natalie Mahon**  
Administration  
Assistant

## Community Link Service

Community Link support to Cannock Chase Children's Centre, Rugeley and Chase Valley C&LP's and Adult and Community Learning during this year has covered: Volunteering ASDAN; Branching Out (monthly CCCC); Training/Open House; Community Sessions; 5 themed Lunch Clubs; Co-ordination of Friends 2; Men's activities (ie Daddy); Parent Champions (OCN accredited course) and Branching Out (weekly Rugeley).

**Volunteering ASDAN** - The ASDAN Volunteering Programme enables parents to volunteer in different settings enabling them to further their interests or careers. The 2 courses held during the year succeeded in 14 students achieving the award with 2 students progressing into access courses at the local college. Whilst most students secured volunteering placements and the team continue to support these, several of the volunteers were successful in obtaining paid employment; 4 progressing to full-time employment and 6 to part-time roles.

**Parent Champions OCN** - The 3<sup>rd</sup> course was completed in January with 9 portfolios submitted for assessment, and all are hoping to achieve the level 2 qualification. The 4<sup>th</sup> Course is underway and we have managed to persuade a single parent dad and also a granddad (a first for Parent Champions) to enrol for the course. The Parent Champion forums are going well and it is envisaged that the group will form their own charity (with CVS support) during 2011. The Parent Champions themselves have personally progressed as they are now either in paid employment or further education and one commented she could not have coped with recent family issues if she had not had the training and support provided by the programme.

**Lunch Club** - Five themed lunches were delivered at Cannock Chase Children's Centre which were, as always, very popular and well attended. The team facilitated 2 big breakfasts and the feedback was very positive with families requesting the big breakfast specials to be put on more often. One of the themes was 'Spooky Goings On' which proved to be a mammoth event arranged with the support of the parents enrolled on the ASDAN course, the Play and Stay and Outreach Teams at the Cannock Chase Children's Centre. The day was extremely successful with triple the amount of attendees than originally anticipated. Other themes included: 'Feast for Tummies at Christmas' - aimed at producing traditional Christmas food on a budget. 'Pasta Special' - covering healthy nutritious foods including vegetarian options.

**Branching Out** - Branching Out takes place monthly at Cannock Chase Children's Centre (from April 2011 this will change to fortnightly sessions which should help with the high volume of support requests made outside of the sessions) and weekly in Rugeley. Networking with other agencies has enhanced opportunities available for attendees.

A student support service is also available for anyone that needs to catch up on any course sessions that have been missed and prospectus' are available of courses that are running at local colleges and venues. Two of our mums are attending full-time college courses and 3 dad's are in full-time work.

Branching Out, held weekly at Western Springs Primary School, is becoming more popular, with a number of Cannock parents travelling to access the group. Students have enrolled for Maths English and IT with Learn Direct, and a further 4 students studied English through Staffordshire County Council, unfortunately this service has now been withdrawn. Basic IT skills support for those unfamiliar with computers has helped raise confidence levels. Two of the Dad's gained employment with the same organisation commencing in January 2011. A young man obtained an apprenticeship in construction following support and his mother was "over the moon"

**Friends of the Centre** - After an extremely difficult period of poor communication and general apathy, a motivated and committed group has now formed. The majority of whom have been recruited from amongst the ASDAN Volunteers. They now have a chair, secretary and treasurer, are meeting on a regular basis and have held their first event fundraiser. The new recruits have taken ownership of the group and are looking to get more people to join.

**Open House** - Open House sessions held at Cannock and Huntington were well attended and provided a crèche facilities and a range of courses, thanks to the Family Learning Fund, including: Sign Language; Zumba; Scrapbook Making; Positivity Work/Stress Management; Colour Therapy and Aura Readings.

The focus of Open House is to be 'parent led' therefore the programme is forever evolving as



## Community Link Service

parents move on and are replaced with others. Four of the Huntington parents have been encouraged to develop their skills and are accessing Branching Out in Rugeley to further their education. A comment from one of the mum's, who moved to the area to escape domestic violence and was initially very isolated, "Thank you for all you have done for me, I've had a lovely year."

**Resident Champions** - The Resident Champion groups, initially supported by Philippa Carr, are now well established The Rugeley group is now a more cohesive as a group and are offering support to each individual project. The "Community Clean Up of The Mount" is due to take place on the 9<sup>th</sup> of April at 11am and it is hoped that a few Parent Champions will be supporting the event. One of the residents is negotiating with contractors around their obligations in keeping the bi-passes maintained and is keen to involve local schools in a project to enhance their appearance. Land has been identified that can potentially be used as a community garden area and consultations with local residents are taking place to establish their best use. Lisa Shepherd and Kate Mc Baye are holding a few community engagement events in the area and our resident champions are supporting them and intending to consult local people there.

In Cannock the group already recognise that they are the representatives of local people and are keen to establish strong links with local councillors. A second meeting was held on 16<sup>th</sup> March attended by John Bernard, George Adamson and Muriel Davis who appeared to be in favour of opening up a direct channel for clear communication between them. It is hoped that a list of roles and responsibilities at the council will be provided at the next meeting in April to enable residents to identify the best person to contact for any given issue.

**Get Active** - This has been a brilliant scheme offering children the opportunity to enjoy experiences parents could not normally afford. Most of the schools used the scheme to the maximum, encouraging all the children to take part in activities they had not had chance to experience before. There were a variety of groups organised throughout different schools in the area including: swimming, horse riding, garden gang, chess club, football club, dodge ball club, netball club, cookery club, drama, music classes and multi sports.

The development of Family Learning has produced some very creative courses that have been accessed by the local community. This has led to increased confidence for individuals raising aspirations and motivation, many of the Parent Champions were recruited during these sessions. The courses together with networking events and meetings have proven to be extremely empowering for participants. Contacts with parents on a one-to-one basis continue to be an important part of the Community Link Team's work. Individuals often contact the CVS office for advice or information ranging 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.

*Some of the comments made by service users:*

- "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?"
- "I feel soooooo good" a three year old boy coming out of the wood after a clay splat.
- "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.

The team look forward to the coming year and hope that their work can continue to make a difference to the local communities of Cannock Chase District.



**Chris Wright**  
Community Link  
Worker



**Tina Hunt**  
Community Link  
Worker Support



**Joanne Manton**  
Community Link  
Worker Support



**Nicola Mucklow**  
Toy Library  
Assistant



# Home Comforts

## Furniture Re-use Service

The Home Comforts Reuse Service has had a busy year, continuing to provide collection and delivery services in the Cannock Chase district and the wards of Burntwood, Chase Town, Chase Terrace and Armitage with Handsacre in the district of Lichfield. The Volunteering Programme has been very successful with targets for recruitment and assisting volunteers into paid work exceeded. In addition we have had the opportunity of extending the Home Comforts initiative into the Rugeley area, with a new service that aims to encourage the reuse of smaller items such as toys, books, bric-a-brac etc.

**Home Comforts (Cannock)** - This has been the final year of the current funding received through the Coalfields Regeneration Trust with **57** new volunteers recruited during the period. **19** volunteers were assisted to gain paid employment with all volunteers showing progression in task delivery. Accredited training such as ASDAN Volunteering in the Community and NVQs has continued to be provided through external training organisations delivering at the unit in Hawks Green. Literacy and Numeracy support has been arranged through South Staffordshire College with Volunteers gaining Level 2 qualifications.

We have assisted **448** beneficiaries to acquire essential items of furniture during the year, with feedback comments such as *"I couldn't afford to furnish without it"* (Home Comforts), and *"not having to sleep on the floor"*. 100% of beneficiaries responding to evaluation agreed that a comfortable home at low cost can help to reduce stress and worry.

A further **747** donors contacted Home Comforts to offer furniture items for reuse, **1344** items were collecting resulting in **30,662** tonnes of furniture diverted from landfill. Awareness of the benefits of reuse is increasing as can be shown by the reduced percentage of donors responding who would have disposed of items at landfill if the project had not been available (70% - 2006, 51% 2010)

We were delighted to receive the 'Skills Development' Award from Job Centre Plus for Small to Medium Employers located in the West Midlands at a celebration event held at Walsall College in July and were Runners Up in the 'New Recruit of The Year' category. These awards highlighted the progression of Donna Crowley (Volunteer Co-ordinator) and Samantha Ingram (former Volunteer and Future Jobs Fund member of staff)

In October, we were joined by Aidan Burley MP for Cannock Chase to volunteer for half a day. He was able to meet with staff and volunteers, experience collecting and delivering furniture, responding to enquiries and assisting customers. We were delighted to have this opportunity to explain the Home Comforts Services.

Following the introduction of the Future Jobs Fund in 2009, Chase CVS has been able to provide work opportunities at Home Comforts for young people aged 18 to 24 years. Of the first **6** who joined us and completed the programme in June/July 2010, all have continued in employment afterwards. Further contracts to provide this support were successful in August 2010, October 2010 and February 2011; these posts were provided at the new Rugeley unit. Once again these staff members continued into new paid employment.

In December 2010 the contract to provide a Home Fire risk Check service came to an end and it was with great sadness that we had to say goodbye to Robert Farmer and Samantha Ingram. As a team they had both worked hard to achieve all targets required of them assisting members of the community to stay safe from fire in their homes.

The New Year saw the start of our Work Club at Home Comforts. This was funded as part of our Coalfields Regeneration Trust project. The sessions were held every fortnight for 2 hours and provided support in employability skills such as CVs and application forms, interview techniques and job search. We hope to continue this support into the future assisting more volunteers and members of the community to find work.

In an effort to try to identify the needs of employers when looking to recruit to new posts we arranged an Employers Event in partnership with Chase Chamber of Commerce in March. Feedback from Employers who attended the event indicated that they were looking for experience in an office environment and computer skills. Good Literacy and Numeracy skills were essential to them, with some requests for NVQ qualifications and GCSEs. By far the highest number of responses at the event was around the need for soft skills such as communication and confidence, working as part of a team, a need for reliability, good attendance and timekeeping.



# Home Comforts Furniture Re-use Service

The **Home Comforts (Rugeley)** unit at Unit 1 Power Station Road, Rugeley WS15 2YR, opened on the 26<sup>th</sup> September 2010. The project was a result of a partnership with Staffordshire County Council to encourage users of the neighbouring Recycling Centre to donate reusable items such as books, toys, DVDs, bric-a-brac and other household items to Home Comforts. These would then be made available to members of the community at low cost. A Reuse Co-ordinator and 2 Future Jobs Fund posts were created to support the delivery of the service.

Between September 2010 and March 2011 over **5,000** items have been donated with **2,482** tonnes of different items being re-housed. The initial funding from the Staffordshire Aggregates Levy Fund ended on the 31<sup>st</sup> March 2011 and we are now looking to the development of this service to achieve sustainability in the future.

Finally can I thank all of the staff and volunteers at both Home Comforts sites for their support during the last twelve months, they are an excellent team. Thank you.

**Kate Bainbridge, Home Comforts Project Manager**

| Coalfields Regeneration Project Outputs<br>January 2009 to March 2011 | Target | Achieved  |
|---|--------|-----------|
| Number of volunteers recruited  | 80     | 111       |
| Number of volunteers progressing in skills development                | 80     | 111       |
| Number of Parent/Carers accessing employment/training opportunities   | 20     | 33        |
| Number of Volunteers gaining NVQ Qualifications                       |        | 10        |
| Number of Volunteers aged 16 to 19 years                              |        | 13        |
| Total Number of Volunteer Hours                                       |        | 12601     |
| Beneficiaries   |        | 1145      |
| Donors  |        | 1812      |
| Total number of Furniture items collected                             |        | 2850      |
| Tonnes of Waste diverted from landfill                                |        | 26 tonnes |



**Kate Bainbridge**  
Project Manager



**Samantha Brass**  
Project Assistant



**Tim Bainbridge**  
Project Worker



**Donna Crowley**  
Volunteer  
Co-ordinator



#### Home Comforts Staff - Part Year

- Robert Farmer - Home Fire Risk Checks
- Samantha Ingram - Home Fire Risk Checks Marketing Worker
- Tracey Bate - Administrative Assistant
- Chris Carter - Administrative Assistant
- James Aston - Website and Catalogue Maintenance Worker
- Elle Litchfield - Administrative Assistant
- David Kitchen - Project Worker
- Mitchell Rose - Reuse Co-ordinator
- Emma Yapp - Rugeley Administrative Support
- Gemma Franklin - Stock Donation Worker
- Stephen Cross - Warehouse Assistant



## Volunteer Centre Cannock Chase/South Staffs

It has been a year of change for the Volunteer Centre, Ros Bonner's project (Volunteering 4 Health) finished, funding ended for Adam Jackson and the involved project ended in March resulting in Jane Reynolds also leaving the team at the end of the year.

The Volunteer Centre has continued to flourish with recruiting 'Duty Officers' and we had four active officers through the year. Two of our long serving duty officers have left the team after gaining full time employment, so well done to them both!

We now have **284** organisations that have offered **426** opportunities for people to volunteer. We have worked closely with the organisations, assisting with advertising, recruitment and support. **64** organisations have received good practice advice during the period.

We have assisted the set up of **32** new volunteering programmes for organisations.

The Volunteer Management Programme continued in this year and proved highly successful and well received, we offered training to **57** delegates.

We have had **1,327** potential volunteers register with us, the most popular method has been on line! We have helped to fill **213** placements.

In Cannock Chase, the Volunteer Centre was present at various events such as Norton Canes One Stop Community Shop and Care Match event. Press releases were issued throughout the year covering these events and promoting volunteering.

Make a Difference day was a huge success with over **20** families getting involved in making and donating 'veg boxes' to the local community.

In South Staffs, more promotional posters and leaflets were distributed around the district in public areas such as community venues, shops, surgeries and Post Offices. Various locality forum meetings have also been attended with the Volunteer Centre rapidly becoming a 'well known' face. Where possible the Volunteer Centre have attended numerous networking events

The Volunteer Centre was actively involved in the Staffordshire Volunteer Centres'

Network, and this year we obtained quality accreditation from Volunteering England, this is great news for both centres!

The Volunteer Centre has rapidly become a respected part of the local communities it serves and we had established strong connections with local partners and strive to work together to provide a seamless service for the people of Cannock Chase and South Staffordshire.

We look forward to embracing the coming year.



**Kelsey Lintern**  
Volunteer Development  
Officer



**Jane Reynolds**  
Youth Volunteer  
Advisor



**Lucy Cox**  
Volunteering  
Administrative  
Assistant



**Adam Jackson**  
Volunteer Research  
Assistant  
(Part -Year)



## Community Transport Service

It has proven to be another busy year with demand for the service forever increasing but thanks to the generosity and the invaluable help from the volunteer drivers the transport service was able to meet the majority of requests for transportation.

This year the scheme was able to replace its service provision vehicle, thanks to the grant it received from the Coalfields Regeneration Trust (CRT). The acquisition of a new Fiat Diablo has the added benefit of being able to accommodate a non-folding wheelchair which many of our service users find invaluable. The vehicle complements the availability of volunteers with their own transport and is also an asset for specific transport requirements that could not otherwise be accommodated.

All of the volunteer drivers have now been issued with a new 'Volunteer Driver Handbook', together with 'Service User Guides' to be issued to all new clients. The guide explains how the Community Transport scheme is run and what can be expected from the service.

The Community Transport Car scheme continues to go from strength to strength with the help of **16** drivers and **424** members of the public currently using the service. Several of the drivers are willing to undertake longer runs to Burton-on-Trent, Stoke-on-Trent and Birmingham which is proving extremely useful. A few of our drivers are also happy to operate in both Cannock and Rugeley and this flexibility can prove invaluable for our clients.

It is worth mentioning that even in bad weather many of the drivers are still willing to go that extra mile to ensure that our clients get to their appointments.

The scheme is also receiving a number of requests for transport outside its current remit eg: transportation to social clubs; grocery shopping; trips to the veterinary practice with their animals.

Along with the volunteer drivers the scheme received the support of an administrative volunteer, Julie Horobin, who provided cover one day a week, allowing me to reduce my working week to four days.

At the end of this financial year Joanne took the decision to end her employment as Transport Administrative Assistant in order to spend more quality time at home. Joanne will be continuing her involvement with the service in the forthcoming year as she will be joining the bank of volunteer drivers.

From the beginning of April Fiona Maybury will be taking on this role.



**Joanne Bridgeman**  
Community Transport  
Administrative Assistant



**Julie Horobin**  
Volunteer  
Community Transport  
Administrative Assistant  
(Part -Year)

## Chase PAIRs

### Interpersonal Violence and Abuse Forum

There have been quite a few changes over the year - the funding for Diane Yates' role as Domestic Violence Co-ordinator came to an end and the office at High Green was used increasingly less. It was decided that PAIRs would move to Chase CVS buildings with all administration being undertaken there.

Chase PAIRs welcomed a new chairperson when Jenny Webb was elected; Jenny has vast experience in many areas that will complement her new role and she has already proven to be a valuable asset to the forum. The outgoing chairperson, Mandy Rollins, decided to step down after 3 years in the role although she continues to sit as an active member of the committee – we thank her for her contributions over the years.

Chase PAIRs continued with its objectives by holding forum meetings, offering information, updates, training and providing literature to raise the profile of the issues surrounding domestic violence and the services that are available to victims.

Chase PAIRs leaflets and information packs are distributed to local organisations and with requests that they be displayed in accessible public areas – ultimately raising awareness, improving the knowledge and understanding of domestic violence.

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

*These have included:*

- Chase CVS Annual General Meeting
- Norton Canes 'One Stop' Community Event
- Adullam Homes Networking event

Chase PAIRs has worked in partnership with Staffordshire Women's Aid to offer training to professionals, topics have included – Domestic Violence Awareness; Children and Domestic Violence and Domestic Violence and Mental Health, all of which were fully subscribed

Discussions are currently in process with Stafford Borough and South Staffordshire PAIRs with the plan to work collaboratively together to hold joint quarterly Forums in the near future. We look forward to meeting new members and sharing our experiences and good practice.



**Lucy Cox**  
Chase PAIRs Administrator



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



## Chase CVS Services

- *Chase Vision*, Chase CVS's quarterly newsletter ended the year with a quarterly circulation of **292** hardcopies and **178** 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 again and is now mailed to **240** 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 **242** 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 £15.00. 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 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.



# Other Members of the Chase CVS Team

1<sup>st</sup> April 2010 to 31<sup>st</sup> March 2011

CVS TEAM



Pat Stevens  
PA to the  
Chief Officer



Alison Cotterell  
Finance Officer



Clare Matthews  
Administrative  
Assistant



Philippa Carr  
Connecting  
Communities  
Project  
Co-ordinator  
*(part-year)*



Adrian Astbury  
Administrative  
Assistant  
*(Maternity cover,  
part-year)*



Myra Rathbone  
Cleaner

With special thanks to  
all those who  
volunteered their  
time to support our  
service provision

## Resident Champions

- Stephen Brown
- Geoff Brookes
- Neil Harris
- Laurie Jones
- Thomas Nicolls
- Janice Pratt
- Shiny Sharjill
- Janette Stevenson
- Christine Travers-Brookes
- Fred Titley

## Home Comforts Volunteers

- Stuart Ansell
- Will Baker
- Tracey Bate
- Martin Bayliss
- Kirstie Bishop
- Darna Maria Bolas
- Gale Bolton
- Stephen Brown
- Ian Capewell
- Lynn Christopher
- Stephanie Christopher
- Samantha Clarke
- Rob Clay
- Anne Cluley
- Matthew Coles
- Paul Conway
- Ian Currie
- Carl Darlington
- Michael Drake
- Antony Dyache
- Joanna Evans
- Liam Farr
- Lindsey Fisher
- Mike Forrester
- Emma Furnell
- Michelle Grant
- David Gwilt
- Neil Harris
- Kevin Holland
- Ashley Hoof
- Christopher Hopkins
- Chris Howe
- Luke Howe
- Damien Hughes
- Laurie Hughes
- Anna James
- Veronica Jones
- Colin Juniper
- Shigufta Kadir
- Linda Kennings
- David Kneller
- Damien Lesniak
- Kevin Litherland
- Steven Lowe
- Jamie Lucas
- Shirley Luke
- Louise Mason
- Rebecca Moore
- Caron Murdoch
- Lee Murdoch
- Andrew Newlands
- Stella Papachristophorou
- Roland Parkes
- Chris Peters
- Trevor Poyser
- Janice Pratt
- Andy Purcell
- Dan Raybould
- Darren Reynolds
- Becky Roberts
- David Rollins
- Mitchell Rose
- Sam Searle
- Michael Stratford
- Nina Torbica
- Mick Williams
- Peter Williams
- Hannah Woodward
- Chris Woolley
- Susan Wright

## Street Friends

- Ian Astbury
- Shirley Cope
- Chris Cope
- Isabel Savage

## Dual Sensory

- Steve Brown
- Emma Fox
- Julie Horobin
- Emma Fox

## Parent Champions

- Nicola Bates
- Jessica Howarth
- Tina Hunt
- Alison Limer
- Jane Lomax
- Kelly Nation
- Michelle Norton
- Brett Parker
- Helen Parker
- Lorraine Rowley
- Amy Steele
- Bernie Storey
- Alan Thomas
- Victoria Thomas
- Kelly Tranter
- Trace Woods
- Samantha Wright

## Volunteer Drivers

- Colin Calloway
- David Clissold
- Mike Forrester
- Bob Gallagher
- Gary Grant
- Ray Griffiths
- Eric Jupp
- Mitch Martin
- Don Owen
- Ken Ridgeway
- Ian Robinson
- Michal Szary
- Ron Stevens
- Michael Traat
- Bert Tranter
- Celia Tranter
- John Walkenden
- George Waddell
- Bill White

## Mentoring Support

- Denise Jewhurst
- Lorraine Rowley
- Karen Timmins
- Alan Thomas

## Administrative Support

- Daniel Hinks
- Darren McHugh
- Stephen Tomkinson



## **Member Organisations**

|  |  |   |
|--|--|---|
| <ul style="list-style-type: none"> <li>• 1<sup>st</sup> Blackfords Sea Scout Group</li> <li>• Adsis</li> <li>• Adullam Homes Housing Assoc</li> <li>• Age UK South Staffordshire</li> <li>• Airgun Education Organisation</li> <li>• Arthritis Care (Cannock)</li> <li>• ASIST</li> <li>• Avon Business &amp; Leisure Limited</li> <li>• Beaudesert Trust</li> <li>• Beehive Nursery</li> <li>• Bevan Lee Estate Residents' Assoc</li> <li>• BIRTH - Art Group</li> <li>• Brereton &amp; Ravenhill Parish Council</li> <li>• Brereton &amp; Rugeley Parochial Church Council</li> <li>• Burntwood Lions</li> <li>• Business Enterprise Support</li> <li>• Cannock Chase Advice Centre</li> <li>• Cannock Chase Children's Centre</li> <li>• Cannock Chase Churches Housing Coalition</li> <li>• Cannock Chase Wheelchair Dancers</li> <li>• Cannock Cricket Club</li> <li>• Cannock Division Girlguiding</li> <li>• Cannock Lions</li> <li>• Cannock Miners' Advice Centre</li> <li>• Cannock Thursday Club</li> <li>• Care and Share Cannock</li> <li>• Carers Association Southern Staffs</li> <li>• Cerebral Palsy Mid Staffs</li> <li>• Chadsmoor Tapestry Group</li> <li>• Chadsmoor United</li> <li>• Chase Area Pregnancy Centre</li> <li>• Chase Friends</li> <li>• Chase Night Shelter</li> <li>• Chase Swimming Club</li> <li>• Creative Support</li> <li>• Cruse Bereavement Care Lichfield &amp; Cannock Branch</li> </ul> | <ul style="list-style-type: none"> <li>• Dog Assistance in Disability (Dog Aid)</li> <li>• Family Focus</li> <li>• Fresh Start</li> <li>• Friends of Longford</li> <li>• Girlguiding Beaudesert District</li> <li>• Girls Venture Corps Air Cadets</li> <li>• Greenwood Studios</li> <li>• Hagley Bowls</li> <li>• Hazel Slade &amp; Rawnsley Community Association</li> <li>• Heath Hayes &amp; Area Senior Residents' Support Group</li> <li>• Heath Hayes Art Society</li> <li>• Hednesford Pentecostal Church</li> <li>• Home Comforts</li> <li>• KONCAS</li> <li>• Lea Hall Miners' Welfare Centre</li> <li>• Lichfield and District Live at Home Scheme</li> <li>• Mid Staffs Mencap</li> <li>• Mid Staffs Mind</li> <li>• MASE</li> <li>• Moorhill Pre-school and Fun Club</li> <li>• National Ankylosing Spondylitis Society</li> <li>• New Crazy Saints</li> <li>• Norton Canes Community Partnership</li> <li>• Norton Canes WRVS Darby &amp; Joan Club</li> <li>• Older People's Advocacy Alliance</li> <li>• Parents &amp; Friends of The Eric Roberts Centre</li> <li>• Park House United Football Club</li> <li>• Pathway Project</li> <li>• POhWER</li> <li>• Pre-School Learning Alliance Staffordshire</li> <li>• Prince of Wales Youth Theatre</li> <li>• RACE for Independence</li> <li>• Relate South Staffs</li> <li>• Richmond Fellowship</li> </ul> | <ul style="list-style-type: none"> <li>• Rugeley &amp; District Phoenix Activities Club</li> <li>• Rugeley &amp; District Stroke Club</li> <li>• Rugeley Creative Writing Circle</li> <li>• Rugeley Lions PIN Charitable Trust</li> <li>• Rugeley PHAB Fun Club</li> <li>• Rugeley Physically Handicapped Association</li> <li>• Rugeley Progressive Working Men's Club and Institute</li> <li>• Samaritans (Stafford Branch)</li> <li>• Shaw Trust</li> <li>• Silver Scales Fishing Group</li> <li>• Solutions 4U</li> <li>• South Staffordshire Family Mediation Service</li> <li>• South Staffordshire Network for Mental Health</li> <li>• SOVA, Staffs Leaving Care Mentoring Project</li> <li>• Sport4All</li> <li>• St Aidan's Church</li> <li>• St Michael's Church (Brereton)</li> <li>• St Peter's Community Hall, Hednesford</li> <li>• St Stephen's Methodist Church</li> <li>• Stafford &amp; Rugeley Sea Cadets</li> <li>• Stafford League of Hospital Friends</li> <li>• Staffordshire Crossroads</li> <li>• Staffordshire Wildlife Trust</li> <li>• Staffordshire Women's Aid</li> <li>• The Chase Citizen's Advice Bureau</li> <li>• The Laurels Residents' Association</li> <li>• Tiddlywinks Preschool</li> <li>• Trinity Pop-In</li> <li>• Trips for Kids</li> <li>• University of the 3<sup>rd</sup> Age</li> <li>• Uttoxeter Mind</li> <li>• Victim Support Mid Staffs</li> <li>• West Chadsmoor Family Centre</li> </ul> |
|--|--|---|

**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](mailto:enquiries@chase-cvs.org.uk)*

## Community Transport

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

*Telephone: 01889-584843*

*Email: [transport@chase-cvs.org.uk](mailto:transport@chase-cvs.org.uk)*

## Community Liaison Service

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

*Telephone: 01543-500404*

*Email: [carolinebradford@chase-cvs.org.uk](mailto: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](mailto:volunteering@chase-cvs.org.uk)*

## Community Link Team

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

*Telephone: 01543-578977*

*Email: [chriswright@chase-cvs.org.uk](mailto:chriswright@chase-cvs.org.uk)*

## Home Comforts

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

*Telephone: 01543-467555*

*Email: [homecomforts@chase-cvs.org.uk](mailto:homecomforts@chase-cvs.org.uk)*

## Chase PAIRs DV Forum

*PO Box 2913, Cannock, WS11 1YR*

*Telephone: 01543-500404*

*E-mail: [chasepairs@chase-cvs.org.uk](mailto:chasepairs@chase-cvs.org.uk)*

