

voice

THE VOICE OF THE THIRD SECTOR IN WOLVERHAMPTON

Networking event celebrates successes

The third Youth Organisations Wolverhampton (YOW) networking event took place in the city in early June. As in previous years, it was aimed at everyone working or volunteering with children and/or young people in voluntary and community groups across Wolverhampton.

The event gave participants the opportunity to come together to celebrate their successes and achievements; promote their organisation and services; make new contacts; and begin to build new partnerships.

The event started with a series of 3 minute speed speeches from a wide range of organisations such as YWCA, the 'x2y' LGBT youth group, Base 25 and Believe 2 Achieve.

This primed the 140 participants from over 50 different organisations for the networking hour that followed.

Based around market place stalls and refreshment tables, this valuable opportunity enabled introductions to be made, contact details to be exchanged and future joint working possibilities to be discussed.

To finish, there were dazzling performances by young people from Azaad Dhol Group, The Get In project's 'Sixteens' singing group, NPV Breakers & Cheerleaders, JJ Karate and SLAM! Basketball. These gave some indication of the massive contribution which voluntary and community sector groups make to the lives of children and young people in the city.

YOW would like to say a big thank you to their young volunteer crew - Precious, Sunil, Iysha, Chinzia, and Sunev - for all their help in ensuring the smooth running of the event and contributing to its being so successful.

For more information on the networking event or to find out more about YOW and how your organisation can become a member, contact the YOW team on 01902 877545.



Azaad Dhol Group drummed up interest



The 'sixteens' singing group performed



SLAM! Basketball team demonstrated their skills

Contents

Voluntary and community organisations: Are skilled, knowledgeable and well run	
Bringing an end to financial abuse for victims of Domestic Violence	5
What do I need to know about 'outcomes?'	14-15
Network and collaborate	
Helping others to succeed in Europe	11
Opening up routes to volunteering	13
Reflect and promote diversity and equality	
Thirty years of Zip theatre	6
Rethink launches new drop in sessions across the city	8
Influence policies and programmes	
Is there a silver lining to the dark clouds of public sector cuts?	10
Improving Women's lives in Wolverhampton	11

Wolverhampton Voice is produced on a quarterly basis by Wolverhampton's Third Sector Partnership on behalf all those working in the third sector across the city.

Copies are distributed to a range of third sector organisations along with community centres, health centres and libraries. If you receive more than one copy, please pass it on.

If you would like a copy in a form more suited to your needs, please contact Wolverhampton Network Consortium (WNC) on 01902 572020 or Wolverhampton Voluntary Sector Council (WVSC) on 01902 773761 or email: wolverhamptonvoice@blueyonder.co.uk. Wolverhampton Voice can also be downloaded from WNC's website at www.w-n-c.org

To obtain more copies, to be added to our mailing list or to find out more about Wolverhampton Voice, please contact Davina De-Bear, Editor, by email: wolverhamptonvoice@blueyonder.co.uk.

Suggestions for articles and requests to be featured are welcomed – contact Davina with brief details of your project.

Comments and views expressed within this publication are not necessarily the views of Wolverhampton Third Sector Partnership, its board members or organisations associated with the Partnership.

Time for change for Voice

As we move into our fifth year of production for Wolverhampton Voice, we are making some changes to the magazine.

We have started this process with a wider range of articles in this issue and we hope to bring you a new look to Wolverhampton Voice in the autumn. Our intention is to be more focussed on the third sector and to offer helpful, useful and (hopefully) inspirational information to those working in the sector.

For anyone who has not heard the phrase 'the third sector,' it can briefly be explained as the general term for groups and organisations from the voluntary and community sector. It is however wider and encompasses any work carried out that is not part of statutory services or private business – so really, the third sector means all types of community involvement at every level.

Also, we're sure that the results of the general election won't have gone un-noticed. With a new coalition government, new policies and legislation that may affect the sector are still being announced. At a local level, Wolverhampton City Council was controlled by a Conservative/Liberal Democrat coalition prior to the election and this has continued. The pressure on public service budgets is likely to affect the sector in a number of ways and, at Wolverhampton Voice, we aim to help those working in the sector make the most of every opportunity.

The Editorial Team

SUIT uses 'the beautiful game' to aid recovery

The Drug Service User Involvement Team (SUIT), based at Wolverhampton Voluntary Sector Council, have used the world language of football to help individuals overcome their addiction to illicit substances.

SUIT run a football scheme where users can meet each week for a friendly match.

Recently SUIT successfully applied to local football charity, Wolves Aid, and were invited to the Wolverhampton Wanderers training facility in Compton to receive a donation of a full kit. They were greeted by Ambassador for Wolves Aid, Rachael Heyhoe-Flint, along with Wolves manager, Mick McCarthy, and other members of the squad.

SUIT Manager, Sunny Dhadley, said, "This was a wonderful occasion, and we are truly grateful to all those involved. The kit donation will help us build on our current work

and show our drug users that there are people and organisations who are willing to help and support them in their recovery from substance misuse."

Since the football scheme started 10 months ago, it has engaged over 70 drug users. One service user stated that, "Every Monday I know that I will be around like minded people who understand me and some of the problems I face. The hour that we play takes me to a place that drugs can never take me to and I feel good for it. It takes me back to my childhood, where drugs and all the stuff that goes with them were not even part of the equation."

For further information on the project visit www.suiteam.com or call 01902 328983.

Wolves Aid support small to medium sized community organisations across the city, especially those helping the disadvantaged. For more information, contact Barbara Martin on 01902 828366 or email barbaramartin@wolvescommunitytrust.org.uk



SUIT's team meet Mick McCarthy (back row, centre) and members of the Wolves squad to receive shirts from Wolves Aid



Sue Coates from the Linkline (left) talks to Pauline Fellows about the service they offer.

Find out about services at Health and Well Being event

Bilston East Local Neighbourhood Partnership and Helping Older People Engage network (HOPE) recently joined forces to hold a Health and Well Being event.

This was the third event of its kind this year offering opportunities for service providers and agencies to network as well as being a really useful information day for older people.

Mary Jacobs, Neighbourhood Manager for Bilston East, said, "We know there are a high proportion of carers in this part of the city and many people suffering from poor health, so having a day like this where people can find out information about healthy eating, activities and support agencies, as well as getting financial advice, is a big bonus."

Pauline Fellows had never been to a Health and Wellbeing event before, and came to see what it was about after hearing about the successes in other parts of the city. She said, "It's very interesting to see all the different organisations here, from Age Concern to Walking for Health – there is something for everyone."

If you think that a similar event in your area would be useful, or if you would be interested in taking part in similar events, please contact Kim Payne of HOPE on 01902 572020.

HOPE
Helping Older People Engage
in Wolverhampton

'Never Again' say adults with learning disabilities

The Learning Disability Advocacy Project, based at Wolverhampton Voluntary Sector Council, recently worked with Zip theatre on a cross cutting project entitled 'Never Again.'

The project focussed on disability hate crime and bullying using the mediums of art and music. Over a period of six weeks adults with learning disabilities discussed their experiences of hate crime and how it made them feel. From their direct experience they wrote and recorded a song called 'Never Again.'

A direct result of this project is that people with learning disabilities now feel more able to report hate crime and feel more secure in their communities. The group also asked Local Neighbourhood Wardens and Police to listen to the song and spoke to them about their experiences. This increased officers' awareness of the issue of hate crime and has contributed to community cohesion. Stephen Evans, who took part in the project said, "It was really good meeting the police and wardens because they helped us feel safe."

For a copy of the song 'Never Again' and further information about the project contact Vicky Gunn on vgunn@wolverhamptonvsc or call her on 01902 328981.



The Never Again project and song are dedicated to Anthony Crump (29/01/64 – 31/01/10), pictured here on the right with artwork from the project shortly before he passed away.

Haven witnesses rise in number of young homeless

This year the Haven Wolverhampton has witnessed a rise in the number of young single homeless women referring to its accommodation support services.

Between March 2009 and April 2010 the Haven recorded a total of 343 homeless women referring to accommodation services compared to 242 in 2008/09.

Specific events which trigger homelessness can include leaving the parental home following an argument or disagreement; marital or relationship breakdown; eviction; widowhood; discharge from the armed forces; leaving care; leaving prison and a sharp deterioration in mental health or an increase in alcohol and/or drug misuse.

Whilst researching to see if figures recorded by the Haven reflected national homeless trends for refuge providers it was discovered there is no comprehensive source of information on the number of single homeless people in the UK. However, based on the estimates that are available, it can be concluded that the Haven is not alone when attempting to accommodate more homeless single people.

For more information visit <http://www.havenrefuge.org.uk/NewsEvents/NewsArticles/Younghomeless.html>

Editor's note:

We at Wolverhampton Voice are interested to see if other organisations have seen similar rises in demand for their services, especially those that cater for homeless people. If you would like to contribute to future articles, please contact wolverhamptonvoice@blueyonder.co.uk

Bringing an end to financial abuse for victims of Domestic Violence

This year, the Haven, a refuge for female victims of domestic violence in Wolverhampton, launches its Financial Inclusion Project. The project aims to raise awareness of the issue of financial abuse and bring an end to the plight and misery suffered by victims of Domestic Violence.

The Financial Inclusion Project came about as a response by the Haven after recognising the level of financial abuse taking place and the lack of awareness that victims and others have on the subject.

Physical abuse does not have to be a factor for domestic violence to be taking place. Domestic Violence is an abusive pattern of behaviors, including physical, sexual, emotional and financial abuse. Financial abuse is the least well known but centres around a person having control of their partner's finances, or bullying a partner into taking credit out. The current recession has significantly increased the number of women experiencing this kind of abuse.

Through the Financial Inclusion Project, the Haven aims to provide holistic support to its service users and two new members of staff have been appointed to aid in this work. Melloney Brown is the new Co-ordinator of the project, and Nicola Clarke will support women in financial need with applications for grants. Debt and money management services will be offered in addition to training in a bid to raise awareness about financial abuse.

If you would like further information on this project contact Melloney Brown on fci@havenrefuge.org.uk or call 01902 572140.



Financial Inclusion Project Co-ordinator, Melloney Brown, with Financial Support Officer, Nicola Clarke.

Training Available

Wolverhampton Voluntary Sector Council (WVSC) run regular training sessions on a variety of subjects designed to help third sector organisations.

Much of the training is organised via the Community Accountancy team and the Specialist Services team both of whom will also offer support and advice to individual organisations about a range of issues.

Their next training sessions are:

The Role of the Treasurer

A half-day training course organised by the Community Accountancy team to be held on 14th September.

Employment

A full day course organised by the Specialist Services team along with Weightman's solicitors on 15th September.

For more information, to book places or find out about other forthcoming training, please contact:

Community Accountancy Team

Tel: 01902 328982

Email jhigson@wolverhamptonvsc.org.uk

Specialist Services Team

Tel: 01902 328975

Email gbains@wolverhamptonvsc.org.uk

Make the most of your natural assets

Natural England has teamed up with Advantage West Midlands in a grants programme designed to make the most of the natural environment in the West Midlands.

Voluntary organisations, not-for-profit charities and statutory bodies have until 8th September 2010 to apply for grants of up to £250,000. The Natural Assets scheme supports projects that improve the natural environment which may involve attracting visitors to the area; enhancing publicly accessible natural spaces; creating sustainable business opportunities linked to the natural environment and making better places to live and work by reducing air and noise pollution.

For more details visit www.naturalengland.org.uk and look for Natural Assets under the Grants and funding tab, email naturalassets@naturalengland.org.uk or call 0300 060 3951.

Catering to the needs of the LGBT community



Wolverhampton Lesbian, Gay, Bisexual and Transgender (LGBT) Network has launched its new website at www.lgbtwolverhampton.org.uk.

Information about the groups that the network supports and details of future events can be found

online. Updates and improvements are being made to the site on a daily basis, however the network is keen for the LGBT community to contribute ideas.

Why not visit the site and contact

web designer Nic with suggestions

and ideas - email: nic@lgbtwolverhampton.org.uk

Rethink launches new drop in sessions across the city

As a leading UK mental health charity, Rethink have been operating for over 30 years, being consistently focused on the central aim to give a positive voice to those affected by mental illness.

Rethink has been developing and delivering services since 1992 in Wolverhampton and has established itself as a key provider within this care sector.

If you or someone you know has mental health issues please do come along to a drop-in session, have a chat or a cuppa and help contribute to plans for future services. Drop in sessions are held weekly at the following locations:

The Jubilee Christian Centre
121 Merridale Street,
Wolverhampton WV3 0RE
Monday 10.30am to 2pm

The Coffee Melting Pot
St Leonards, Walsall Street,
Bilston WV14 0AT
Wednesday 11am to 1pm

St Lukes
112 Goldthorn Hill,
Wolverhampton WV2 3HU
Thursday 10am to 11am

St Peter's Coffee House
4 Exchange Street,
Wolverhampton WV1 1TS
Friday 10.30am to 1pm

If you have any questions or queries please contact Naomi James or Alan Howard on 01902 779615 and/or 07587 635212.

“Working together to help everyone affected by severe mental illness recover a better quality of life”

(Rethink, 2010)

rethink

More to come from Enterprising Communities

Even though the summer is just starting, the Enterprising Communities project, based at Wolverhampton Network Consortium, is making plans for the autumn.

Workshops are being put together which focus on different ways organisations can generate income for their groups. These include delivering public service contracts or running a social enterprise. Participants on these workshops can then benefit from one-to-one ongoing support to turn their ideas into success stories.

Also coming in the autumn is a new network for organisations who are interested in widening their income base, have better governance and management systems and share good practice with others. So, if your organisation would like to learn from others, share information, knowledge and skills, be alerted to new income streams and receive support throughout, why not join the Enterprising Communities Network.

To register your interest in workshops or the Enterprising Communities Network and to receive latest updates on progress, please contact Rekha Shivam on 01902 572020 or email rshivam@w-n-c.org

WOLVERHAMPTON NETWORK CONSORTIUM
WORKING TOGETHER IN THE COMMUNITY

ChangeUp

capacity
builders

FUNDED

Communitybuilders offers support

Communitybuilders is a partnership that aims to build more cohesive and active communities.

It invests to secure and sustain multi-purpose, inclusive, community-led organisations and offers loans, grants and business support.

The support on offer falls into three main categories:

- Development – grants of up to £2,000 for staff development and training and support to develop good governance, financial systems and leadership.
- Feasibility – business development grants typically worth £10,000 to £20,000 are available to help with project development.
- Investment – loans are the major part of the investment on offer with amounts from £50,000 to £2million on offer at low interest rates.

More information about Communitybuilders is available online at www.communitybuildersfund.org.uk or by calling 0191 269 2278.



Changes to improve Reaching Communities applications

The BIG Lottery Fund has recently announced a number of changes to the application process for its Reaching Communities programme:

- The application process for grants of less than £40,000 per year will be simpler and decisions will be made within 9 weeks of submission.
- More support will be available for applicants at all stages of the process.
- There will be a better chance of success for those applicants who are invited to complete a second stage application.
- Those groups who are not successful at the first stage will receive better, more detailed feedback designed to help them be successful should they decide to reapply.

BIG is also making changes to its outcomes approach and aims to support networking and learning opportunities for those who receive funding in order for them to share good practice.

Further details are available at www.biglotteryfund.org.uk or from 0845 4102030.

Help is at hand from Gender Matters

Wolverhampton Gender Matters is part of a West Midlands organisation set up to help those with gender identity issues and their families.

They are open to anyone who needs help and support in relation to gender issues and can give practical advice to anyone who is confused about their gender identity. A weekly sanctuary group gives people the opportunity to meet with others who may also identify as transvestite, transgender or transsexual.

Transgendered individuals from Black and Minority Ethnic (BME) groups are particularly welcomed to take part in Gender Matters activities.

A support group for family and friends of transgendered individuals is also available to help understand gender identity issues.

For more information, visit www.gender-matters.org.uk, email info@gender-matters.org.uk or phone 01902 744424.

Is there a silver lining to the dark clouds of public sector cuts?

Cuts in the money available to deliver public services have started; there are more to come.

There will be less money in the city for the council, the PCT and others to provide services to citizens. There will be a need, at least, to cut out duplication, increase efficiency, achieve the very best value for money and stop doing things that don't make a real and positive difference.

As part of the emerging landscape the new Coalition has made a commitment to move from 'Big Government' that it says has often failed to solve the problems of social breakdown and deprivation, to a 'Big Society that "derives its strength from the energy and commitment of active citizens and formal and informal organisations independent from the state." This shift could bring new opportunities for our sector to work together, to

offer solutions to the challenges we face, influence the responses to those challenges and deliver some of the public services designed to meet them.

Government policy recognises what we have known for some time, that the sector can be more flexible and effective in delivering services and that the citizens it supports are, quite rightly, in control. The Government says it wants to place power and more resources in the hands of those who understand local problems and have the biggest stake in solving them. It says it will:

- 'open up' the delivery of public services to enable the Third Sector to compete on a level playing field with statutory and private sectors,
- make it easier to set up and run a charity, voluntary organisation or social enterprise,

- ensure a diverse range of income streams to support our independence from the state.

The intention is clear but the detail, at this stage, is not. However, to be able to grasp what opportunities there will be, groups and organisations in our sector will need to be ready: to be efficiently run; to understand the outcomes they deliver; to be prepared to work with others to make a bigger impact and ensure that customers are in the driving seat in all they do. The immensity of the proposed cuts casts a dark cloud over our city, a growing role for an invigorated and effective voluntary and community sector could provide some silver lining.

For more information, contact Ian Darch:
idarch@wolverhamptonvsc.org.uk

To find out more about an outcomes approach, have a look at pages 14 & 15.

Improving Women's Li



Delegates at a WOW event discuss how to improve women's lives in the city

WOW (Women Of Wolverhampton) are involved in ongoing work to improve women's lives in Wolverhampton.

The work started with an event which took place almost a year ago which identified priorities for women within the city including health, equality at work, community and personal safety and work-life balance.

Since then, work has progressed to create an action plan for women in Wolverhampton with these priorities as the key features. A further conference held in the spring enabled women to identify short term activities which could make a difference

Helping others to succeed in Europe

Third sector organisations from across the Black Country came together at a European Social Fund (ESF) information and partnership event called 'Applying to Succeed' held at The Public in West Bromwich during June.

The event was the third in a series of four to take place across the region and culminated in key information from speakers from Black Country Consortium, Wolverhampton Network Consortium (WNC) and the West Midlands Leaders Board. It was hoped that the event would also bring together potential partners in the sector who could jointly apply for ESF funding.

The event also offered a range of workshops supporting organisations with the ESF application process, bid writing and routes to funding including eligibility requirements, deadlines and success criteria to maximise chances of winning contracts. There were also opportunities to find out about new ESF tendering rounds – crucial information for any organisation wanting to be in with a chance of securing funds.

Evaluations from the conference proved the event an overwhelming success with 90% of attendees saying they found it "very useful" or "useful", and 76% reporting they now feel better prepared to apply for ESF funding. The evaluations were extremely useful in determining which organisations are now interested in forming partnerships or 'consortia' in order to apply to the ESF. These organisations will now be supported by WNC to explore ideas and potential opportunities.

This event was supported by the ESF Technical Assistance Group which comprises of: Wolverhampton Network Consortium, Black Country

Consortium, West Midlands Leaders Board, Groundwork Black Country and the four Black Country Councils – Wolverhampton, Walsall, Sandwell and Dudley.

Further workshops are set for the coming months, as well as the final event taking place in Wolverhampton in November. For more information regarding future ESF events contact Wolverhampton Network Consortium on 01902 572020 or email kpilsbury@w-n-c.org.



Delegates at the 'Applying to Succeed' event

ves in Wolverhampton

to women in the city. Workshops also provided the opportunity for women to discuss social disadvantage, older people and disability amongst other issues.

The action plan was then updated and a wider consultation process was initiated which resulted in support from the City Council's Equality Officer and a number of suggestions for improvements to the plan. A Women's Forum will be used to monitor progress on the implementation of the action plan. Volunteers are already part of this forum although more are welcome.

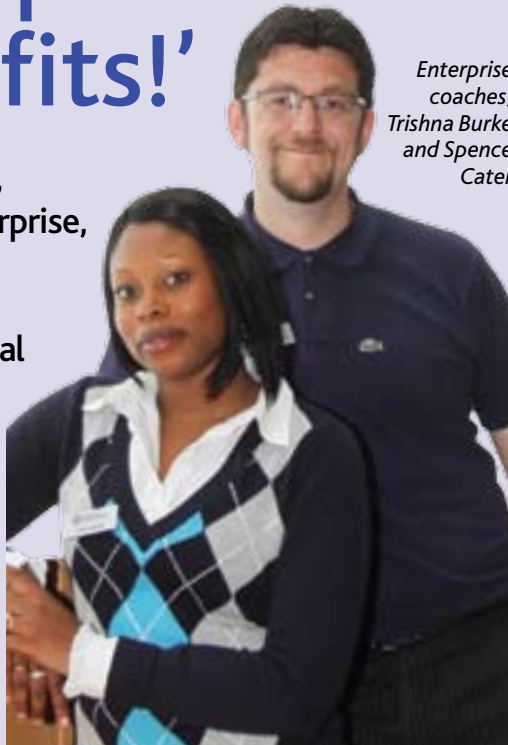
The action plan is now being finalised and will be launched at WOW's Annual General Meeting on 9th September at The Work Space, All Saints, Wolverhampton.

More information about the action plan, Women's Forum and other WOW events can be found online at www.wowonline.org.uk or by calling 01902 572122.



Providing Pathways to Enterprise and turning 'passions into profits!'

An exciting new project, called Pathways to Enterprise, is up and running in Wolverhampton to encourage entrepreneurial activity in individuals who would like to start their own business but don't know where to begin and those who may never have considered self employment as an option before.



Enterprise coaches,
Trishna Burke
and Spence
Cater

Two Enterprise Coaches, Trishna Burke and Spence Cater, have been appointed by Wolverhampton Network Consortium to start this work in the city, although the project will shortly be rolled out to the wider Black Country. Their role is to support and encourage those with business ideas, provide information and guidance on career changes, and give a clear pathway to individuals, before feeding them in to other business support services. They will stimulate business ideas in people who may have a hobby or interest, which, with some guidance, can be turned into a business thus turning 'passions into profits!' The coaches will also act as a mentor to individuals, supporting them on their journey from a simple business idea right through to a viable business plan.

Trishna and Spence will be accessible to individuals in any part of the city and are mobile, so can meet people in a location to suit them, from a city centre cafe to a community centre.

For more information about this exciting new project, contact the Enterprise Coaches:

Trishna Burke Direct Tel: 01902 556629
Mobile: 07958 751974
Email: tburke@w-n-c.org

Spence Cater Direct Tel: 01902 572033
Mobile: 07943 790266
Email: scater@w-n-c.org

Pathways  Enterprise

**WOLVERHAMPTON
NETWORK
CONSORTIUM**
WORKING TOGETHER IN THE COMMUNITY

The Staffs-Worcester canal as it runs through Tettenhall



Aiming for better access to canal

A small group of volunteers have started work on behalf of Tettenhall District Community Council to improve the canal that passes through the area.

The Canal Improvement Group is working with a number of partners to finalise plans for the canal towpaths as part of an application for a Community Spaces grant from Groundwork West Midlands.

The long term project aims to improve signage, bins and benches alongside the canal between Wightwick bridge and Atherley Junction at Aldersley. In addition, one of the major parts of the work will be to install an all-access ramp from Hordern Road bridge to the canal. The group welcome involvement from local people - whether it be to comment on their plans or perhaps to lend a hand with the work.

For more information, contact Gamma Khela on 07766 473153 or 01902 551020 or email s-poole@btconnect.com

Get connected with the new Wolverhampton Volunteer Network!

A newly established network of Volunteer Co-ordinators came together for the first time in June.

This is the result of a joint project between the Black Country Volunteer Centres and is based on the well established Dudley Volunteer Organisers Network (DVON) which has been operating for more than 25 years.

Wendy Walker from Wolverhampton Volunteers said, "We are really excited about this new network as it gives local Volunteer Co-ordinators a chance to meet up with other members to share ideas and to learn from and support each other. It will also allow us to find out about specific training needs so that we can offer the right support."

The next Wolverhampton Network meeting will take place on 15 September 2010 at the Newhampton Arts Centre in Whitmore Reans.

To find out more about joining the group, contact Wendy at Wolverhampton Volunteers on 01902 328980 or email wwalker@wolverhamptonvsc.org.uk

Opening up routes to volunteering



Individuals gaining advice at one of Wolverhampton Volunteers Awareness days

Wolverhampton Volunteers (part of Wolverhampton Voluntary Sector Council) have completed two out of three Volunteering Awareness days scheduled for this year.

The events are designed to raise awareness of volunteering as a viable route for individuals to gain new skills and qualifications and ultimately progress into paid employment. The majority of the individuals who express an interest in volunteering are in receipt of benefits and in need of support to gain skills and experiences which will increase their employment chances.

The initial event focused on volunteering and individuals were able to access volunteering opportunities and talk to training providers. They could also enrol on courses to improve numeracy and literacy skills and those that are looked on favourably by employers, such as health and safety and food hygiene. The second event was delivered in partnership with Wolverhampton Learning Partnership and The Bilston Development Project and was held in Bilston. The

event looked at ways to tackle worklessness in the local area and a number of services including training providers, volunteering opportunities and employers were present to offer a holistic response. Both events were a success with almost 250 people attending. Training Advisor, Jason Griffiths, said, "The events have given people the opportunity to access a range of services that offer advice and support to anyone interested in volunteering. Those who attended may not have contacted each organisation individually but, by being able to meet with a number of service providers, working in partnership, they have been able to see how volunteering can provide a route to employment".

Wolverhampton Volunteers will run their third event in the Heath Town area later in the year. For more information about this event and other services on offer, please contact Wolverhampton Volunteers on 01902 328980 or email jgriffiths@wolverhamptonvsc.org.uk



Make yourself more contract ready

Wolverhampton Voluntary Sector Council (WVSC) recently asked 89 organisations about the work WVSC did with them. This included work on outcomes, legal matters and money matters between October 2009 and March 2010.

55% of organisations, of which 51% were organisations focussed on Equality and Diversity, responded to the survey:

- 97% rated the service they received on legal matters as very good or excellent
- 84% rated the service they received on money matters as very good or excellent
- 91% rated the service they received on outcomes development as very good or excellent
- 58% strongly agreed that Specialist Services had improved their knowledge on legal matters
- 54% strongly agreed that Community Accountancy had helped them to improve their financial management
- 45% strongly agreed that the Outcome Champions have helped them to develop an outcomes focus
- 73% agreed or strongly agreed that the support they received made them a stronger organisation

Information about the next courses available from the Specialist Services team and the Community Accountancy team are on page 7 and more information about outcomes can be found on these two pages.

What do I need to



Receiving their certificates for completing outcomes training (L-R): David Lord- Age Concern, Faye Cadogan-Hibiscus Housing, Michael Allen- Be Who You Can Be, Geeta Patel- Outcomes Super Champ, Jackie Osborne- Promoting Independence Project, Elaine Bayley-Hibiscus Housing, Anita Khara- Promoting Independence Project, Nudrat Quazi- Nissa Women's Group, Elizabeth Hughes- Promoting Independence Project and Melanie Broadbent – Wolverhampton Voluntary Sector Council

Nine people from six organisations were recently presented with certificates for the successful completion of two days training on 'Adopting an Outcomes Focus' run by Geeta Patel and Saffi Price at Wolverhampton Voluntary Sector Council (WVSC).

They were part of the latest group to complete the course which, overall, has attracted sixty people from twenty-five different organisations working within Wolverhampton. So, what's all the fuss about?

Outcomes are increasingly being used to assess the effectiveness of an organisation's activities – they are the changes, benefits or other effects that result from their work. Adopting an outcomes approach helps to focus the organisation on its purpose and overall aim and can help everyone working with the organisation to pull in the same direction. Learning about outcomes can also help organisations identify what works well or what could be changed or improved. Funders are increasingly interested in what a project's outcomes are rather than focusing simply on outputs – identifying what difference the work makes rather than simply counting how many people have been involved.

Do you know about 'outcomes'?

Following the 'Adopting an Outcomes Focus' training, two organisations secured funding from the European Social Fund Community Grant scheme.

Michael Allen from Be Who You Can Be explained, "The course helped us to describe the outcomes the project could offer through confidence building sessions and motivational coaching to assist individuals seeking work." Nudrat Quazi from the Nissa Women's Support Group also reported, "We gained funding by showing that supporting Asian women to develop their English reading and writing abilities, helping them with life and social skills and building their confidence enabled them to gain employment."

The next two-day outcomes training course will take place on:
**Thursday 30th
September 2010
& Thursday 21st
October 2010**

Geeta Patel, Outcomes Super Champ for Wolverhampton, explains that WVSC offers several ways designed to develop an outcomes focus across the city:

- Two day training courses for voluntary and community groups followed by additional support to help embed outcomes in the organisation's work. Evaluations from these courses show that this training is effective. Before the course, only 22% of participants were confident in deciding what information to collect to show that a change or outcome has taken place but after the training 100% were confident or very confident. In addition, 45% of participants before the training agreed that working with outcomes is an excellent way for voluntary and community organisations to reflect on and learn about their work. After the training this increased with 89% strongly agreeing with this statement.
- One-to-one support with members of a single voluntary or community group to help them in developing an outcomes focus for all their work. Whitmore Reans Welfare Centre benefitted from this support and said, "What was really good was that you put outcomes properly into context by using a model that developed outcomes from our aims and objectives. We appreciated the excellent way you presented the information in a clear, concise and jargon free way."
- Awareness sessions for Wolverhampton commissioners and funders aimed at adopting a common approach to outcomes in the city.

For more information on how your organisation can develop an outcomes focus, or to book a place on the outcomes training, please contact Geeta Patel, on 01902 328976 or email gpatel@wolverhamptonvsc.org.uk



(L-R) Tiffany Howel and Barbara Namulondo, both from ACCI, taking part in an outcomes training session

Focus on....

Kath Rees

CEO OF THE HAVEN WOLVERHAMPTON



Kath Rees is the Chief Executive Officer of the charity the Haven Wolverhampton. The Haven provides accommodation and community support services for women and children who are vulnerable to violence abuse and homelessness. Established in 1973, the Haven Wolverhampton has a diverse Board of Trustees chaired by Gill Atkins and is one of the largest independent charities in the UK. It is recognised as one of the leading providers of support services for women and children who are affected by Domestic Violence and homelessness.

How has the Haven developed in recent years?

Since being appointed in 1992, I have seen many changes and developments within the organisation and one of the main priorities has been to encourage contribution to consultation. Partnership working has also become more common and the Haven Wolverhampton's multi-agency approach ensures effective communication between other support agencies in Wolverhampton. This includes working with Wolverhampton Domestic Violence Forum, Police and Magistrates Court as well as health,

education and housing establishments to provide a more co-ordinated approach and the very best level of support for victims of Domestic Violence. The development of a collocated team will further improve intervention and services to high risk victims and their children.

What has been your biggest achievement?

One of the biggest achievements has been the changes that have taken place surrounding women's views on Domestic Violence and their rights. This is coupled with the greater public perception in relation to Domestic Violence and its impact on individuals, families and society generally in the UK and, in particular, in Wolverhampton.

What do you do to contribute to wider issues within Wolverhampton?

It is important that women have a voice at all strategic levels in the city and so we have been involved in Wolverhampton Women's Network. I was also involved in the early development of community empowerment networks which lead to the establishment of Third Sector Partnership in which I continue to play an active role.

How does being involved in the Third Sector Partnership help?

Partnerships like these put Wolverhampton in a good position to benefit from the diversity and energy of our sector. The Third Sector Partnership works for an environment in which the third sector can thrive. It also means our voice will be listened to and that we can contribute to issues such as challenging funding cuts, helping minority communities to speak out and ensuring that services meet people's needs. The Third Sector Partnership is part of the Local Strategic Partnership (LSP) and other thematic partnerships which helps us to influence major issues in the city.

For more information on The Haven Wolverhampton and its services please call 01902 572140 or visit www.havenrefuge.org.uk

Any representative of a voluntary and community group, organisation or network can become a member of the Third Sector Partnership and more information can be obtained from Ian Darch (01902) 328970 idarch@wolverhamptonvsc.org.uk