

Developing **strong** organisations



Supporting **vibrant** communities



Caring about everyone's potential



Dudley CVS



Annual Report 2014-2015



Our vision

Caring, **vibrant** and **strong** communities where everyone can fulfil their potential



Our mission

Connecting and **inspiring** people and organisations to achieve positive change while **championing** their value to partners and the wider community



Our work

Dudley Council for Voluntary Service (CVS) is a small, versatile charity that supports people and organisations that want to make a difference to communities across Dudley borough.

At the heart of Dudley CVS's work is the support given to voluntary and community organisations, charities and social enterprises that do such wonderful work. This free, tailored support will continue to be the mainstay of Dudley CVS. This includes training people to organise and lead their group, supporting with paperwork, planning and financial management. Dudley CVS also supports organisations to involve volunteers, measure and demonstrate impact, connect with potential partners and funders, and have a strong voice with decision-makers.

As the economic and political landscape has changed, Dudley CVS has developed its work to ensure that the voluntary and community sector is involved in the design and delivery of services that aim to address the most pressing challenges of the day. Dudley CVS now provides services to add value to health and social care, ensuring that our sector's contribution to improving the health and wellbeing of Dudley borough residents is recognised and helping individuals to develop and fulfil their potential. To do this, Dudley CVS helps individuals that access health and social care services by listening to people's experiences and working with people who design those services to improve them. Dudley CVS also connects individuals to decision-makers, helps them get their voices heard and supports them to access services that improve their health and wellbeing.

In recent years, Dudley CVS has also seen the impact of cost-savings that partners have had to implement, and an increased drive to do things differently. The focus is now on doing things *with* communities rather than *for* communities, including designing activities and projects that build skills and bringing community venues back to life. Dudley CVS's work has grown to include supporting communities that want to work with statutory partners.

Developing strong organisations



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Dudley CVS



Our work



This includes helping people to come together to plan projects that benefit local communities, signposting to volunteering opportunities, connecting people and communities to people who design services, and encouraging collaboration. Dudley CVS has also taken on two new venues, bringing life back to the former Stafford Street Day Centre and Brierley Hill Civic Hall.

All of this work contributes to the Dudley CVS vision of caring, vibrant and strong communities where everyone can fulfil their potential. The new work that Dudley CVS does complements and enhances the more traditional support to voluntary and community organisations, charities and social enterprises. Our sector plays an enormous role in creating caring, vibrant and strong communities and Dudley CVS's work in 2014-15 has been the enabler and celebrator of this.



Get in touch if:

- You want a say on your experiences of health and social care services, you are a carer or you would like to find out more about this area of work, call Healthwatch Dudley on 03000 111 001 or email hello@healthwatchdudley.co.uk
- You would like to start volunteering, become more active in your community and make a difference, call Dudley CVS on 01384 573381 or email info@dudleycvs.org.uk
- You would like support with setting up or running an organisation that makes a difference to people's lives and communities in Dudley borough, call Dudley CVS on 01384 573381 or email info@dudleycvs.org.uk

Our year at a glance



Helped to unlock
£2,609,188
to deliver projects
benefitting Dudley
borough residents



Supported, connected
& championed
4,916
people who have health
and caring related
issues



Leading innovation

Bringing new ways of
working together to
the borough

Integrated Plus

Open Hub

PSIAMS



785
people & businesses
inspired to participate in
community activities
12,258
donations to
Operation Santa



Supported &
championed
207
voluntary & community
organisations & social
enterprises

Developing **strong** organisations



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Dudley CVS



Our connections and reach

More than **270** articles posted to our website:
38 career opportunities
67 events
More than 30,000 views



Black Country Together
A new community interest company formed by the 4 Black Country CVSs to maximise opportunities for our sector

Sharing our stories by blogging



Combined views of our top blogs totalled 29,000

Based on
Dudley CVS blog: dudleycvsblog.com
Volunteer Centre blog: volunteeringcounts.org.uk

352 members
From small community groups to large charities



Sharing & supporting on Twitter

Conversations: 1,104



Retweets: 3,871



Favourites: 2,987



Based on our top feeds
@DudleyCVS | @DudleyVols
@CoLabDudley | @HWDudley
@OpenHubWrenna



Staff are part of 66 strategic boards, project steering groups, local, regional and national networks, influencing policy and bringing ideas and inspiration to Dudley borough



Integrated Plus

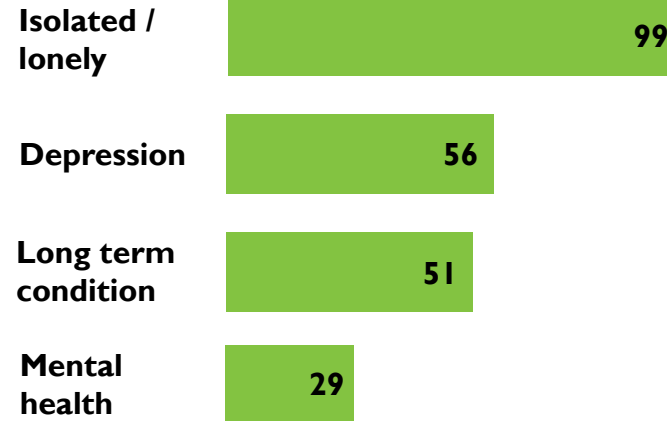
Supporting individuals with complex health and wellbeing needs



Integrated Plus supports people aged 16 and over who frequently visit their GP and who are at high risk of hospital admission. The project aims to reduce pressure on medical services and improve health and wellbeing through Integrated Plus Link Officers who help people become more active and involved in their own communities.

The service ensures that our sector is part of Dudley borough's integrated care model being implemented by Dudley Clinical Commissioning Group, Adult Social Care and Dudley Group NHS Foundation Trust, by showing how organisations within our sector can contribute to healthier communities. Visit: integratedplusblog.com to learn more.

Common challenges faced by people supported



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209

individuals supported between October 2014 and March 2015



83%

signposted to voluntary and community organisations for support

“

I would like to pass on how much we appreciate the Link Officer's input at our MDT meetings. He has really plugged a gap of need for our patients who need help but do not have specific medical or social needs. I feel this really makes our service integrated as we can care for the physical, social, psychological and spiritual needs of our patients in a much more holistic way. Thanks!

Victoria Smart, Senior Partner, Eve Hill Medical Practice

”

“

I'm really pleased with all the Link Officer has done for me. I have now lost weight and feel happy about that. Having this bus pass means I can get out and about more and do not have to worry about the cost of bus fares. I can now visit my Dad more often and he says the Link Officer has been a big help to me. I really enjoy volunteering at the community centre, sometimes we play quizzes and I really enjoy that.

Jayne, Integrated Plus client

”



Integrated Plus

Supporting individuals with complex health and wellbeing needs



Jayne's story

Jayne is a mum in her early 40s. When Jayne was referred to Integrated Plus the Link Officer visited her to spend time getting to know her.

Jayne:

- Had a range of health and wellbeing issues that impacted on her quality of life
- Was finding it increasingly difficult to cook food that her children would enjoy, which caused her stress
- Had money worries
- Felt overweight and wanted to lose weight

The Link Officer:



took time to understand Jayne and her interests



connected

Jayne to services and activities that would help her immediate situation and give her longer-term opportunities, including a Positive Parenting Programme and volunteering opportunities through the Dudley CVS Volunteer Centre



supported

Jayne to apply for a free disabled bus pass so that she could access all the services she was connected to

And now...

Jayne has lost weight and both she and her trainer are really happy with her progress. Her children's school is continuing to support Jayne and her children. Jayne has also started volunteering at a local community centre and is enjoying meeting new people and socialising. Jayne is now looking forward to beginning the Get Cooking programme, which is due to start soon and she is really happy that she is able to attend all these new activities.

Carers

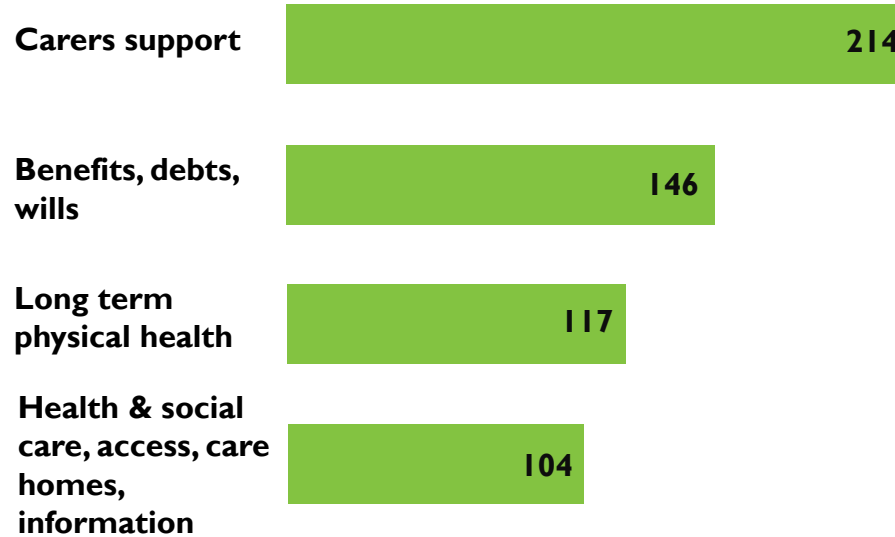
Supporting people who provide unpaid care

Dudley CVS Carer Coordinator offers one-to-one support, guidance, information and a listening ear to people who provide unpaid care for their loved ones. Contact is made in a variety of ways, including a weekly drop-in service in the main foyer of Russells Hall Hospital, with the help of a volunteer. Referrals are also made from hospital and community staff within Dudley Group NHS Foundation Trust.

Contact with carers, relatives and visitors is also made during the 'Tea and Chat' service, which aims to identify 'hidden carers'. This weekly service operates in collaboration with Healthwatch Dudley and trained hospital volunteers. They offer visitors a drink, a friendly chat and the chance to find out more about the help, support or benefits that carers can access. It is part of the Dudley Group NHS Foundation Trust charity and is funded entirely through donations. Sainsbury's supermarket in Merry Hill initially backed the service by providing a tea trolley and refreshments.



Common challenges faced by people supported



“
Tea and Chat is vital in targeting carers who are unaware of the services that are available to them in Dudley borough, some of whom have reached crisis.
”

“
It is lovely to share a cup of tea and a chat with my family and for them to find out about useful information and support. It has made them feel more involved.
”



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Carers

Supporting people who provide unpaid care



Herbert and Grace's story *

Herbert had been Grace's carer until his stroke, which affected his speech and mobility. Following this, Grace became Herbert's carer and she has had cancer herself, followed by several operations.

Grace and Herbert needed lots of reassurance when they first met the Carer Coordinator. They had forms that they could not complete and they thought that they would not be entitled to benefits or support. Herbert and Grace valued their independence but were only leaving home for medical appointments.

The Carer Coordinator:



reassured and listened
to find out more about what Grace and Herbert felt would improve their lives



connected
Grace and Herbert with Dudley CAB Care and Disability Advice Line about benefits they could apply for. Linked them with Dudley Carers Network and referred Herbert to an Integrated Plus Link Officer to encourage him to access activities and enable Grace to have time to herself



encouraged and supported
Grace and Herbert to apply for Ring and Ride and make a successful blue badge application. Also worked with CAB, which enabled them to have a home visit for a joint assessment and helped make a successful application for a one-off direct payment of £300, enabling them to take a holiday

And now...

Grace and Herbert said that this support made a tremendous difference to their lives. Grace said that they could take taxis instead of relying on their daughter for transport and that they were about to take their first holiday in five years, giving them something other than medical appointments to look forward to.* Names have been changed in this story.

Healthwatch Dudley

Championing people's voices

Healthwatch Dudley listens to local people and involves them in decisions that are made around health and care. Dudley CVS holds the contract for Healthwatch Dudley and the service has its own team and independent decision-making board.



Staff and
50 volunteers have
engaged in more than

3,000

conversations

with local people and produced
evidence-based reports
from what they
have heard



Representation
in more than

**25 influential
decision-making
arenas**

including a statutory seat
on Dudley Health and
Wellbeing Board

Find out more about
Healthwatch Dudley's
activities, priorities and
the difference it has
made in the 2014/15
annual report
downloadable from:
healthwatchdudley.co.uk

“

Working with Healthwatch Dudley gave us a clear insight into how services are structured, funded and assessed in our borough. Not only have we been able to speak to professionals about their views, we also had the chance to have our own say about issues that are important to young people. It feels like we are being listened to and our suggestions taken seriously within a sea of professionals, which is very satisfying as it can feel that views of young people are often missed.

Rachael and Becky,
Dudley College
Health & Social Care
Students

”



Supported
Members of
Dudley Youth Council

to carry out their own research
into the health experiences of

300 young people.

They presented their findings to
Dudley's Health and Wellbeing Board
and received feedback from Dudley
CCG highlighting how the report
would inform reception
staff training to remove
barriers for young
people



Surveyed

800 people

who shared their views about how
they access local pharmacy services.
The resulting report available at
healthwatchdudley.co.uk/research-reports
contributed to the development of the
Dudley Pharmaceutical Needs
Assessment, which will influence
the development of
pharmacy services



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Healthwatch Dudley

Championing people's voices



The team is passionate about local people being able to access information about services and has been key to introducing the Community Information Point Network. In partnership with Dudley Citizens Advice Bureaux and Dudley Council, Healthwatch Dudley has trained more than 150 Information Champions. The Network includes café owners, local authority staff, pharmacists and community volunteers who are all working together with one objective - to prevent crisis.

Castle and Crystal Credit Union is a community bank serving the people of Dudley borough and Worcestershire. 3,300 active members access services online and through a busy shop in Dudley town centre.

The service provides an ethical alternative to other financial services including payday lenders and also offers corporate accounts for partner organisations, charities and community organisations.

“

Being a Community Information Point sits really well with the services we provide. In addition to helping people with saving and borrowing, people also ask us for information about money management and debt. Joining the Network has introduced us to new organisations and we have now got access to a bank of useful websites to add to our own resources.



We believe that people who are in control of their finances are happier, healthier and less likely to get into crisis.

Sophie Byatt, Castle and Crystal Credit Union

”

Coffee Cups is a community café in Halesowen and is part of Halas Homes, an organisation supporting adults with learning disabilities. Profits generated from the coffee shop enable Halas Homes to give more opportunities to the people it supports.



It made perfect sense for Coffee Cups to join the Community Information Point Network, as the café was already registered as a Safe Place. Safe Places is a scheme that gives vulnerable people a place of safety if needed when out and about in their local community, through people they can trust.

“

We're a busy café and have lots of regular customers who we get to know quite well. We all have problems so it's good for them to have someone to come and have a chat with, in friendly surroundings. Now I've been trained as an Information Champion on where to find help, it's great to know that I can really make a difference.

Anita Partridge, Coffee Cups

”

Inspiring people and businesses to participate in civic life

Brierley Hill Civic Hall – February-March 2015



In February, Dudley CVS officially took on the running of Brierley Hill Civic Hall on an 18-month trial. The **vision** was to bring the Hall back to life by **inspiring** residents, community organisations, businesses, artists, educational establishments and promoters to reimagine the kinds of activities that could happen there for everyone. Dudley CVS invited the whole community to **participate** in building the Civic, through contacting its diverse membership of voluntary organisations and harnessing social media.



More than

60 people

joined Dudley CVS staff at an open event to share ideas and inspiration for the Civic Hall



Top blog post
'A call to everyone that wants to build a vibrant community hub at Brierley Hill Civic Hall'
(tinyurl.com/nzusk8z)

197 views

in February and March 2015



38

retweets



63

Facebook shares



Conversations were shared more than

200 times

on social media

Keep in touch with Brierley Hill Civic Hall

bhcivic.co.uk



[@bhillcivic](https://twitter.com/bhillcivic)



facebook.com/bhillcivic



Supporting vibrant communities

Developing strong organisations



Inspiring people and businesses to participate in civic life

Brierley Hill Civic Hall – February-March 2015



Building a vibrant community facility

Brierley Hill Civic Hall has been host to artists, performers and theatre productions since the 1960s and is in the heart of our community. But in recent years, its usage had dropped to 22% while costs have remained or risen. The Hall was often closed during the day and it was not operating at its full potential as a hive for all sorts of activity.

In February, Dudley Council entrusted Dudley CVS with rejuvenating Brierley Hill Civic Hall on an 18-month trial. This is part of Dudley MBC's move to become a 'community council', a council that enables and supports communities to do things for themselves rather than being a body that does things *to* or *for* people and communities. If the trial is successful, other facilities and venues may be put in the hands of local communities and Dudley CVS will be there to support them.

In the first two months of the trial, Dudley CVS has:



built relationships with existing users, schools, colleges, voluntary organisations, promoters, artists, businesses and entertainers



welcomed and engaged anyone who wanted to make great things happen at the Civic. In March, Dudley CVS threw open the doors of the Civic. People who had never been before toured the space, sharing their ideas and inspiration, while past users shared their experiences. Around 60 people joined Dudley CVS to share their inspiration. The report (written and visual) can be viewed at tinyurl.com/ocq2ncj



shared and held open conversations with the media, residents, colleges, businesses and promoters. Conversations have been shared more than 200 times online

Dudley CVS is looking forward to building upon this, to **encourage local talent** to use the Civic Hall as a showcase venue for their **skills** and ensure that the Civic reflects **local heritage** and is a **vibrant community hub** for everyone.

Releasing people's skills and creativity

CoLab, Open Hub and East Coseley Big Local



In Dudley borough we have an abundance of skills, talents, knowledge, imagination and resources which can be freely shared. Creating the conditions for people to make exciting new connections which unlock this existing capacity requires new ways of thinking and behaving. Dudley CVS is actively experimenting, innovating and learning about this through Open Hub Wrens Nest and East Coseley Big Local. We have initiated a platform called CoLab Dudley Borough through which anyone is invited to share, learn and collaborate. This is another way of releasing the experience and creativity we have in the borough which can help organisations and communities adapt to new challenges.



230

enthusiastic local people of all ages took part in Open Hub projects, sharing their ideas, skills and know-how



28 families

have been cooking and eating together through Open Hub



98 people

from the council, NHS and voluntary sector took part in face to face CoLab sessions



5,000+

seeds and bulbs have been donated for planting in Wrens Nest and Coseley



Supported

14 projects

run by residents in partnership with businesses, charities and the council

“

My baking club makes me feel happy that I have made new friends, got to make lots of new recipes because I like to try new foods and finding out how they are made.

Danica Mullings, age 7, initiator of the first project through Open Hub Wrens Nest

”

“

Thank you for your hard work on our behalf. You have become an important part of what we are trying to achieve. Dudley CVS staff go beyond what you have to do and I know that Coseley is as important to you as it is for the group. This shines through at every meeting.

Brian Guest, Chair, East Coseley Big Local

”



Supporting vibrant communities
Developing strong organisations

Releasing people's skills and creativity

CoLab, Open Hub and East Coseley Big Local



CoLab

Dudley CVS officers have created a number of opportunities for exchange and learning through CoLab Dudley Borough. A report on co-production in the borough was released, based on the research findings of a wide team. CoLab Exchange sessions, Inquiries and a Knowledge Café all proved popular as ways to explore collaboration, co-production and creativity. Our regular posts to the CoLab blog attracted 200 visitors per month. Visit colabdudley.com to learn more.

East Coseley

This year residents leading the Big Local programme in East Coseley once again asked Dudley CVS to provide development support. While local volunteers lead on their own Big Local communications and relationships with partner organisations, Dudley CVS has worked with them to support people from local groups to make connections and promote their activities. Dudley CVS also supported residents to develop an alternative to traditional grant giving, which they will launch in Autumn 2015.



Open Hub

Open Hub is an idea that offers individuals and families in and around Wrens Nest opportunities and spaces to come together and start their own activities and enterprises that anyone can take part in and benefit from. 7 projects were designed with local people who then promoted, started and ran them, adapting how things worked as they learned from doing. By sharing their ideas and growing new kinds of projects together, residents have been changing what it feels like to create a sense of community in Wrens Nest. The projects do not have committees, meetings or volunteers. They invite collaboration through communal activities such as cooking, growing, learning, eating together and family craft activities.

Inspiring people and businesses to participate in civic life

Encouraging and recognising the difference that volunteers make

Dudley CVS inspires people and businesses to make a difference through the work of the Volunteer Centre. Dudley CVS Volunteer Centre matches potential volunteers with appropriate placements, supports businesses to give something back and assists volunteer-involving organisations to ensure the best possible volunteering experience. Dudley CVS Volunteer Centre also works hard to champion the wonderful work that volunteers do, through volunteer recognition campaigns and events run throughout the year.



Developing strong organisations
Supporting vibrant communities



created opportunities for & built relationships with **29 businesses** that gave their time, skills and money to support local projects and activities



924 free Valued Volunteer certificates given out to organisations to recognize and reward their volunteers



324 volunteers interviewed
166 volunteers signposted to placements



168 opportunities posted on social media.
www.volunteeringcounts.org.uk received **19,839 views**



102 nominations to Dudley Volunteer Awards across **9 categories**

“

Giving up a day to aid the great work Thomas Pocklington Trust does was something we all agreed to do. It's been a great team-building exercise outside our usual working environment. We will certainly encourage more of our colleagues to volunteer their time in the future.

Eaton employee and team challenge participant, Dale Webb

”

“

On a business level, Dudley Volunteer Awards was such an insight into the great work that volunteers do for those of us who need support and care. I wish more businesses would get involved with Dudley CVS. I was humbled to be in the presence of some of the most amazing people I have had the pleasure of meeting.

Hardip Madahar, Sales Manager, Copthorne Hotel, Brierley Hill

”



Inspiring people and businesses to participate in civic life

Encouraging and recognising the difference that volunteers make



Rewarding and recognising volunteers

People who give their time to make a difference to people and communities throughout Dudley borough deserve to be recognised for the wonderful work they do. This year Dudley CVS Volunteer Centre made sure that volunteers were recognised by partners, decision-makers and the general public by championing the difference they make and showing how volunteering can develop people and their skills.

Dudley CVS introduced Volunteering Champion, Mayor of Dudley Cllr Margaret Aston, to hardworking volunteers from Hope Centre, CHADD, St Thomas's Community Network and 10 other community projects. The day celebrated local people taking action in their communities.

Dudley CVS Volunteer Centre has also created opportunities for businesses to become more involved in their local communities by building relationships with them, introducing them to charitable organisations that might link with their ethos or inspiring them to get involved in initiatives such as the Operation Santa appeal. This relationship-building has meant that:



businessman Paul Billingsley was awarded the second ever 'Business supporting the community' award at the 2014 Volunteer Awards for his 'under the radar' work giving time, effort and money to individuals in need



Copthorne Hotel was so inspired to help, recognise and reward volunteers that it put together a sponsorship package in support of the 2014 Dudley Volunteer Awards, treating winners to prizes from the hotel



hairdresser Brett Harris and his customers at Blaze Hairdressing Salon donated 7,647 items to the Operation Santa appeal, which received 12,258 donations in total



Championing engagement of children, young people and families



Dudley CVS supports children, young people, families and the organisations that work with them to have their voices heard by, and to design their services with, Dudley borough's decision-makers. Dudley CVS does this by co-ordinating the Children, Young People and Families Network to strengthen people's voices, involving them in identifying gaps in services and designing new projects, leading on safeguarding for the voluntary and community sector and supporting partnership working across all sectors. In this year, Dudley CVS has also focused on developing Working Together for Change, a place for parents of children with a disability or an additional need to meet together and with decision-makers to co-produce services that best meet the needs of this target group.

Supporting People Review

Engaged young people in reviewing 7 services funded by Dudley Council's Supporting People



11
reviewers
trained aged
16-24

Trained in



Being a mystery shopper

Social media reporting

Giving presentations

Market research

Working Together for Change

Supported the development of this forum for parents of children with a disability or an additional need



24
steering group members
gave more than
660 hours
to influence decision-makers

Partners include

Dudley Council Children's Services

Dudley Clinical Commissioning Group

Local colleges

Connexions

“

At the start I didn't think that my opinions would change anything, now I know they can!

Young participant in the Supporting People review

”

“

The support meant we got to meet – as busy & very tired parents of children with a variety of additional needs who want to input but are time poor.

Member of Working Together for Change



Supporting vibrant communities

Developing strong organisations

Championing engagement of children, young people and families



Working Together for Change

For years, Dudley CVS staff have supported communities to get their **voices heard** by local decision-makers. During this year, staff supported the development of Working Together for Change (WTFC), a place for parents and carers of children with a disability or an additional need to meet **together** and **design services with decision-makers**.

Dudley CVS has supported WTFC to become a real powerhouse for change, a place to **influence as well as network**. Longstanding trust built over the years between CVS staff and partners has meant that senior decision-makers have come to the table and met with WTFC, helping its members to:



forge links
with each other, partners and decision-makers



co-design services
with partners such as Dudley Council, Dudley Clinical Commissioning Group, Connexions, colleges, schools and local parent support groups



The WTFC steering group has 24 members, made up from 6 local organisations and independent parent carers, and makes the best use of people's strengths, skills, experience and interests, without over-burdening them. Crucial organisational support from Dudley CVS has enabled parents to give 660 voluntary hours to influence decision-makers.

WTFC has also been involved with developing the Local Offer and has worked closely with Dudley MBC and Dudley Clinical Commissioning Group to ensure parent-carers could influence services that need to be included.

Transition from school to college is an area that parents get concerned over. WTFC has been working closely with Dudley Council and local colleges to have informal conversations, exchange views, offer ideas and ask questions about the transition process. The group has evaluated the success of collaborating in this way and is pleased with the impact they have made and the strength of the professional / parent carer relationship. Working in this way has been meaningful for everyone and all involved want to continue to work together to improve the transition process.

Supporting organisations to develop

Increasing skills, confidence and efficiency in voluntary organisations, charities and social enterprises



Dudley CVS has a proud tradition of supporting the voluntary and community sector and the diverse organisations that make it so vibrant. Free support and training is provided to hundreds of organisations, from small community groups to large charities and ambitious social enterprises, to help them become strong, influential and better able to support their beneficiaries. Dudley CVS also brings together sector organisations and connects them with decision-makers to ensure that sector organisations are heard.



Top 5 topics of support, training and development

Funding



Setting up as an organisation



Volunteer recruitment and support



Legal structures



Policies and procedures



“

With the impact of statutory funding cuts within the voluntary sector, I believe that the funding information, advice and support that Dudley CVS offers is vital for voluntary organisations to obtain funding in the future.

Lynda Nock, Dudley Advocacy

”

“

As a new group with no resources we found the support received invaluable. Our group is much more structured and confident in working towards our objectives. Also, through Dudley CVS we have been able to meet people from other organisations and work with them for the betterment of our community.

Khalid Mahmood, Dudley Al Karim Foundation

”



Supporting organisations to develop

Increasing skills, confidence and efficiency in voluntary organisations, charities and social enterprises



Dudley Al Karim Foundation

Dudley Al Karim Foundation was a brand new organisation set up by volunteers who wanted to provide mentoring and support to disaffected young people in Kates Hill and Dudley. They wanted to challenge Islamophobia, homophobia and bring communities together to promote understanding.

Although the group had built trust with the young people it wanted to support, it did not have wider connections and had just missed out on applying for a Community First grant.

Dudley CVS provided **support** through the Small Groups Route Map which included:



giving training and planning support on the roles of committee members and helping the group to develop an action plan, cash flow forecast, and policies and procedures to help it become strong and efficient



making connections with Dudley Borough Interfaith Network, HOPE not hate and Near Neighbours, which helps group members to share with and learn from others with similar aims



funding assistance which helped the group to secure a Near Neighbours grant of £2,870 to run the group's successful pilot project, 'Open Door'



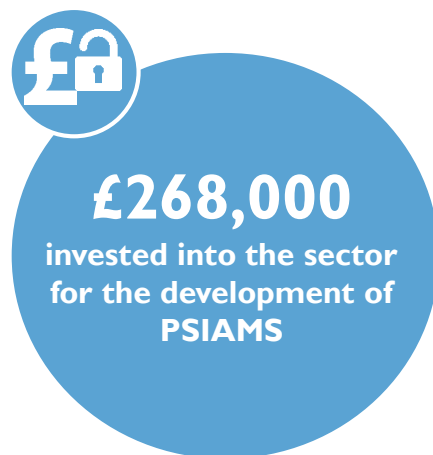
And now...

The group is in a great position to learn from its pilot project, develop new activities, show its impact and achieve its charitable aims.

PSIAMS

Championing the value and impact of organisations

In 2014/15 Dudley Clinical Commissioning Group invested in the development of PSIAMS (personal social impact action measurement system), following a successful Building Health Partnership's pilot in 2013/14. This investment will provide the voluntary and community sector in Dudley with a **borough-wide** system that will assist organisations to **demonstrate the value** of their work and **improve their ability to champion the difference they make** to individuals, commissioners, groups and communities.



Response from “Data Day Essentials” (Data Protection training)



100% said the event improved their knowledge in this area (65% a lot/great deal)

100% said they would review their current usage and storage of data

100% said the event was useful (85% very useful)

IT survey of voluntary & community organisations in Dudley borough



Only 15% had a customer relations management system

66% found returns to commissioners relatively difficult or difficult

90% were interested in a free customer relations management system





Rolling out PSIAMS to the sector

The PSIAMS project supports voluntary and community organisations to:



hone the power of digital technology allowing them to track their outcomes and report them much more efficiently



support collaboration between organisations using PSIAMS, allowing them to better understand the factors that impact the people and communities they support, leading to co-ordinated and powerful responses to them

Organisations moving to the PSIAMS system will be supported through the transition and with building a bespoke system that works for them thanks to two new graduate developer posts created in March 2015.

In this first year Cloudberry, working in **partnership** with Dudley CVS, has conducted awareness raising events and facilitated business development sessions to support organisations with the move to outcomes-based commissioning. These included:

- An IT survey of the larger voluntary and community organisations in Dudley borough
- “Data Day Essentials” (Data Protection Training) run in conjunction with the Information Commissioner’s Office which focussed on sharing data, working one-to-one with clients, selling services and responding to risks
- “New Ideas on Social Value” event which highlighted the innovative work being undertaken in the borough around PSIAMS and outcomes measurement. The event was attended by 35 people
- A feature on PSIAMS as a keynote speech at Social Enterprise West Midlands’s Social Value conference in May 2014 and it was also a featured article in the Health Services Management Centre conference publication for 2014/15

To purchase and be supported with a system like PSIAMS an organisation would typically pay £25,000-£30,000. Through our **innovative** approach we estimate a **1:2 return on investment**, not including funds secured by organisations based on improved data collection or efficiency savings.



Listening to and raising the profile of the sector



Dudley CVS is committed to ensuring that the voluntary and community sector is visible, valued and has a strong voice. Throughout the year Dudley CVS has made sure that sector organisations are equal partners with decision-makers on a wide range of topics, including health and social care and community safety. Dudley CVS has also championed the wonderful work that sector organisations do and listened to their support needs and future aspirations.

Supporting the sector and statutory partners to work together



Facilitated 'Moving Forward Together', attended by over 60 representatives from sector organisations and the local authority. Discussions covered collaboration, co-production and how local community assets could be better used

Relationship Management Group set up to build trust and understanding about the challenges the council faces and grasp future opportunities for collaboration. This group has representatives from the local authority, including the Chief Executive, Dudley CVS and other sector organisations: mftdudley.wordpress.com

Brought together sports clubs that use the Dell Stadium and the council to look at joint approaches that will increase usage of this facility

Supported the sector to work more closely with Dudley's Police and Crime Board and the West Midlands Police and Crime Commissioner by enabling sector organisations to research the experiences of victims of crime: tinyurl.com/qf4bm7s

Prepared sector organisations for the release of EU funding through briefing sessions and workshops that explored joint delivery

2 voluntary sector integration events held to explore how the voluntary sector can contribute to supporting people's health and wellbeing: integratedplusblog.com

Hospital discharge workshop to explore how the voluntary and community sector can contribute to supporting people in hospital and in their own homes following discharge

Raising the profile



Supported 4 social media surgeries where 7 volunteer surgeons helped 26 people start telling their group's stories on social media

Helped 5 organisations to promote themselves in the press

Raised the profile of the great work of 18 organisations on the Dudley CVS blog



State of the Sector surveyed

102

organisations

into the impact of the economy on the sector and its future support needs



Listening to and raising the profile of the sector



The State of the Sector survey

In December 2014, Dudley CVS carried out a survey to explore:

- The contribution being made by the voluntary and community sector
- The future support needs and priorities of voluntary and community sector organisations
- The impact of the economic climate on the sector

102 organisations responded. The survey was followed up with a CoLab enquiry session to explore the results with voluntary sector groups and to dig deeper into the findings. Visit tinyurl.com/q2o2eqj to learn more.



92% feel very resilient
78% feel very optimistic
about the future



60% experienced a significant increase in demand for services, particularly in areas of housing, food banks, social activities, befriending, mental health and advocacy



Organisations are keen to collaborate, learn from each other and look for new ways of working

The future...

Top 4 challenges

Sustainability



Competition for funds



Rising demand



Investing in volunteers



Top 4 priorities for Dudley CVS

Raising the profile of the sector



Identifying needs and helping groups address them



Supporting influence and representation



Enabling networking and collaboration



These findings have informed Dudley CVS priorities and shaped its business plan for the forthcoming year

Kind words...

“

Dudley CVS was like a lifeline to us.

Duri Latif, Diyya

”

“

I think it is really good that Dudley CVS work to recognise and put in place support for volunteers, without the support from volunteers a lot of crucial work would most certainly not go ahead.

Estelle Hamblett, Barnardos

”

“

I don't think our organisation would have got off the ground without Dudley CVS's support. It is very early days for us but we are up and taking baby steps.

Rachael Taylor, Black Country Integration Project

”

“

CVS have given us full support in everything our organisation has done over the last 12 months from conception of the group to moving into our 2nd year.

Member of Working Together for Change

”

“

Our Board appreciates the value that Healthwatch Dudley brings to our health and social care system.

Paul Maubach Chief Executive Officer, Dudley Clinical Commissioning Group

”

“

Healthwatch Dudley is an asset to the borough and a valued partner.

Matt Bowsher Chief Officer, Adult Social Care

”

“

My colleagues and I make regular referrals to Dudley CVS. It provides a valuable service to our students and also to members of the public we provide with careers guidance.

Colette King, Dudley College

”

“

Dudley CVS made it possible!

Janet Down, Dudley Carers Forum

”

Dudley CVS staff

Deb Attwood Healthwatch Dudley Information and Administration Officer (appointed January 2015)

James Baggott PSIAMS (appointed March 2015)

Wendy Bains Locality Link Officer (appointed September 2014)

Chris Barron Healthwatch Dudley Communications and Volunteer Engagement Officer (appointed June 2014)

Sue Bloomer Locality Link Officer (appointed August 2014)

Nicki Burrows Children, Young People and Families Development Officer

Rob Dalziel Participatory Research Officer

Adam Deyes PSIAMS (appointed March 2015)

Jayne Emery Healthwatch Dudley Chief Officer

Eileen Fielding Volunteer Centre Development Officer

Terry Gee Locality Link Officer (appointed September 2014)

Andy Gray Chief Officer

Kate Green Integrated Plus Manager

Jason Griffiths Locality Link Officer (appointed August 2014)

Melissa Guest Healthwatch Dudley Communications Development Officer

Thomas Jaunzems Hospitality Manager (appointed March 2015)

Martin Jones Funding Officer

Neil Langford Changemaker Support Officer East Coseley Big Local (appointed June 2014)

Sharon McGlynn Carers Co-ordinator

Brendan McKeown Information Officer

Becky Pickin Small Groups Development Officer

Dale Pickin Administration Officer

Lorna Prescott Senior Development Officer

Nick Tromans Locality Link Officer (appointed September 2014)

Caroline Webb Senior Development Officer

With valuable support provided by

Donna Roberts Research and Intelligence Officer Dudley Council



Dudley CVS board members and volunteers

Dudley CVS board members

Chairman: **Michael Abrahams**

Vice Chairman: **Mary Turner**

Treasurer: **Graham Jones**

Elected members

Anne Adams – Dudley Stroke Association

David Baker – Albion Street Church (resigned May 2014)

Jim Cameron – Age UK Dudley (elected October 2014)

Chris Campbell – Just Straight Talk CIC and Ebenezer Baptist Church

Jane Clarke – CHADD

Caroline Dimbylow – CAB Dudley

Ann Evett – Thomas Pocklington Trust

Sally Huband – Healthwatch Dudley

Tom Keys – Dudley Wine and Beermaking Circle

Asima Khalid – Apni Zaroorat Community Network

Margaret Kite – Wesley Methodist Church (elected October 2014)

Alison Sayer – Halas Homes

Caroline Wickens – Dudley and Netherton Methodist Circuit

Dudley CVS volunteers

Dan Bladen

June Bowen

Joan Freeman

Shanice Henry

Jean Round

With thanks also to Healthwatch Dudley board members and its army of volunteers





We hope you enjoyed learning more about the work of Dudley CVS during 2014-15. If you have any feedback on the Dudley CVS annual report, please let us know:



Face to face, next time you see a member of our staff



@DudleyCVS



facebook.com/CVSDudley



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