



Annual Report and Accounts

1 April 2010 to 31 March 2011

Slough Council for Voluntary Service

27 Church Street, Slough, Berkshire, SL1 1PL
Tel: 01753 524176 Fax: 01753 578243 Email: enquiries@sloughcvs.org.uk

Charity Number: 1069086

Company Number: 3523907

A WORD FROM OUR CHAIRMAN

Dear Friends and Supporters,

This past year has been a very interesting and challenging one for Slough CVS.

SLOUGH QUALITY PROJECTS (SQP) has gone from strength to strength with generic and sports editions used widely throughout the town. This Annual Report details the good news that SQP has gone national and is known as SIMPLE QUALITY PROTECTS thus helping organisations to demonstrate the standard and quality of their work in a coherent and consistent way.

Slough CVS has maintained both its quality and popularity in all aspects of its training programme while expanding its remit to include training on Social Enterprises and Bidding for Contracts.

Quality Assurance and the ability to diversify our funding streams are of paramount importance in the current economic climate.

Slough CVS were sorry to lose Mary Kelly and Jenie Betteridge both of whom left at the end of 2010 and wish them every success in their future roles.

Davina Lacey our Development Team Leader give birth to her second child, Anna, in the autumn of 2010 and both are thriving.

Today is David Killick's final day as Treasurer of Slough CVS. Since December 1998 David Killick has served Slough CVS assiduously as Treasurer. We owe David an enormous debt of gratitude and wish him well for the future.

With the reduction in numbers, the staff at Slough CVS are working very hard to ensure that there is no lowering of standards in the service they provide to the community. Together the Council of Management, Chief Executive and staff continue to work to support the voluntary and community sector in the town.

I would like to take this opportunity to thank our funders and supporters in all that they do for Slough CVS.

I am proud to serve as Chairman of Slough CVS

Eleanor Cryer (Mrs) M B E
Chairman Slough CVS

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Legal and administrative information

Status

Slough Council for Voluntary Service, Registered Charity Number 1069086, is a company limited by guarantee and has no share capital. The company was incorporated under the Companies Act 1985, Registered Number 3523907. There are 101 members each of whom has guaranteed to pay £1 in the event of the winding up of the company. The members elect a Council of Management every two years to oversee the affairs of the charitable company.

Council of Management

Ms Jacqueline Flynn	Mrs Shelagh Cuell (Resigned 16.03.11)
Mr David Killick (Treasurer)	Mrs Eleanor Cryer (Chair)
Revd Allen Walker	Mrs Janine Edwards
Mr Dele Williams	

Observer: Cllr Arvind Dhaliwal Slough Borough Council

Employees

Mrs Lorna Allen	Communications & Information Officer
Mrs Jenie Betteridge (Resigned 7.01.2011)	Governance Development Officer
Mrs Amanda Clarke	Administrative Support
Mrs Jesal Dhokia	Strategic Partnership Manager
Mr David Furze	Procurement Implementation Officer
Mr Warren Feagins	ChangeUp Co-ordinator
Mrs Mary Kelly (Resigned 18.01.2011)	Community Care Development Officer
Mrs Shaheen Kaiser	Training and Events Officer
Mr Ramesh Kukar	Chief Executive Officer
Mrs Carmel O'Brien	Office Manager/Finance Development Officer
Mrs Davina Lacey (Maternity leave – 01.09.2010)	
	Development Team Leader
Miss Sara Willcocks (Resigned 30.6.2010)	Participation and Compact Officer

Volunteer: Mrs Dolores Summers Bookkeeper

Registered Address

27 Church Street, Slough, Berkshire SL1 1PL

Bankers

Bank of Scotland, Third Floor, 8 Lochside Avenue, Edinburgh EH2 9DJ

Auditors

Cansdales, Bourbon Court, Nightingale Corner, Little Chalfont, Bucks HP7 9QS

Insurers

Zurich Insurance Co, Zurich House, Stanhope Road, Portsmouth, PO1 1DU

REPORT OF THE DIRECTORS FOR THE YEAR ENDED 31 MARCH 2011

The Directors present their report and the audited financial statements for the year ended 31 March 2011.

PRINCIPAL ACTIVITY

The principal activities of Slough Council for Voluntary Service (SCVS) are to promote any charitable purposes for the benefit of the community in the Borough of Slough, in particular the advancement of education, the furtherance of health and the relief of poverty, distress and sickness and to promote and organise co-operation in the achievement of the aforementioned purposes.

PUBLIC BENEFIT

In accordance with the above objectives for this year, and with due regards to the published Charity Commission guidance on the operation of the Public Benefit requirement of the Charities Act 2006, the Directors have undertaken appropriate activities in furtherance of those aims for the public benefit. This year's activities, achievements and future plans are summarised below.

ORGANISATION

The day to day management of SCVS is undertaken by the Chief Executive Officer who reports to the Chairman and Board of the Company.

REVIEW OF THE BUSINESS

SCVS's results for the year and its financial position at the end of the year are fully disclosed in the attached financial statements. The incoming resources for the year amounted to £953,068, but of this £805,145 has to be used on restricted projects. As a result reserves were increased by £398,468 and now stand at £505,031. The balance on each fund is adequate to fulfil the obligations of the charity.

ACTIVITIES UNDERTAKEN

Organisational Development

SCVS Development workers have continued to provide capacity building support to Slough voluntary and community groups

- ♦ From April 2010 - March 2011 the organisational development team delivered 245 one-to-one sessions to over 158 different organisations. 35 of these groups were new to SCVS.
- ♦ SCVS funding support has led to £1,357,145 of funding being awarded to Slough organisations. This work was delivered to 27 different organisations.
- ♦ Our voluntary sector training programme has delivered 29 training sessions to 293 individuals from 193 voluntary groups. The training sessions were designed to take the needs of the voluntary groups in Slough and covered the topics such as governance, finance, communication, website development, starting a social enterprise and marketing. The variety, levels and times of the courses take into account the diverse needs of the voluntary sector.

REPORT OF THE DIRECTORS FOR THE YEAR ENDED 31 MARCH 2011 (continued)

- ◆ An advanced mentoring scheme and health checks have been carried out for organisations.
- ◆ A joint event between the Children and Young Peoples Forum and the Community Care Forum on the 'Big Society' proved to be very successful with 91 attendees.
- ◆ SCVS Governance worker has delivered 98 sessions to 36 groups to help resolve specific governance issues and problems as well as developing processes to ensure continuing strengthening of the Governance in the sector.
- ◆ Groups in Slough have received 61 advice sessions specifically targeted on finance.
- ◆ The Finance Worker has worked with 45 groups. These figures like previous year's and the year before's are in excess of the targets dictated by Big Lottery Fund and illustrate the continued usage of the project by the voluntary sector in Slough.
- ◆ The Finance Worker continues to develop appropriate high level training courses and has begun work on a DVD 'Budgeting for Projects'.

Quality Standards

- ◆ Slough CVS have developed our quality assurance system Slough Quality Protects (SQP) which we now use to measure the outcomes our interventions have made. The system has been welcomed by our local groups who use it as a way of measuring their overall progress as well as putting them in a better position to bid for tenders as well as apply for grant funding.
- ◆ An SQP Consultation was held with four groups to get feedback on working through the award and SCVS have taken this on board.
- ◆ The process of obtaining the NAVCA Quality Award has begun with contributions from all of the team.

Information

- ◆ Producing 4 copies of Newline
- ◆ Producing weekly e-newsletter with news, training and funding
- ◆ Responding to daily information enquiries.
- ◆ Marketing and publicity for SCVS including leaflets, invitations, presentations, adverts, short Annual Report for the various events and meetings and office presentations
- ◆ Designing and editing Slough Community Network Report
- ◆ Slough Quality Protects (SQP) – promotional material, SQP assessments
- ◆ Simple Quality Protects – e-marketing
- ◆ Design and help edit the training bulletin twice a year
- ◆ SCVS Website – kept up to date and relevant to groups
- ◆ Social Media – facebook, Twitter, Local Giving website
- ◆ Sunday Funday – liaised with Slough Borough Council, helped with promotion
- ◆ Helped with various SCVS events throughout the year
- ◆ Census 2011 – volunteer project
- ◆ 2 Community Cohesions events, Live Long, Live Well and Staying Safe in Slough Workshop – partnership with Slough Borough Council, flyer, promotion and help on the day

REPORT OF THE DIRECTORS FOR THE YEAR ENDED 31 MARCH 2011 (continued)

Change Up

Capacitybuilders was disbanded on 31 March 2011 as part of the government budget cutting programme to reduce the number of quangos. Nevertheless funding from Capacitybuilders has been instrumental in helping SCVS to continue with the following:

- ◆ The Berkshire East Funding Project. This aims to meet the key priority to improve the infrastructure support in the form of a more effective, structured **Funding Support** service for Voluntary/Community Sector (VCS) organisations in East Berkshire.
- ◆ Tendering for contracts. This project also aims to significantly increase the number of Statutory Sector **Commissioning** contracts successfully tendered for by frontline Voluntary & Community Sector organisations in three local authority areas Slough, Windsor & Maidenhead, Bracknell Forest
- ◆ Slough Community Hub Resource Centre. This project is to develop an office and meeting complex for the voluntary sector and has received total funding support of £1,148,000 from Capacitybuilders and LPSA funding.

Strategic Partnership Work

- ◆ SCVS remains a key partner of Slough Focus and maintains relationships with Slough businesses
- ◆ SCVS member of Slough LSP Board
- ◆ SCVS member of Health & Wellbeing Partnership Development Group (PDG), Safer Slough Partnership and Children's Trust
- ◆ SCVS Chief Officer is chair of community cohesions PDG
- ◆ Organised a Health and Wellbeing consultation for voluntary and community sector and the private sector.
- ◆ 15 groups attended the CYP Forum held in March for the voluntary and community sector to meet and be updated by Clair Pyper, Director of Children's Services.
- ◆ SCVS played an integral role in the unannounced OFSTED inspection of Children's Services
- ◆ Census 2011 – 150 volunteers days were our target for the Census partnership. Over 12 voluntary and community sector groups took part as well as those who were nominated Census centres.

KEY ACHIEVEMENTS

Organisational Development

- ◆ Demand for training continues to increase around organisational and personal skills.
- ◆ Following the website development training, several of the attendees managed to build their own website
- ◆ Slough Quality Protects (SQP) originally designed for the CYP Forum continues to be very popular.
- ◆ The generic SQP has been successfully piloted
- ◆ The Sports SQP is being used by local sports clubs and groups.
- ◆ Local Government Magazine report showed that Slough had saved around £30,000 by the introduction of SQP

REPORT OF THE DIRECTORS FOR THE YEAR ENDED 31 MARCH 2011 (continued)

- ◆ Among the licenses purchased for SQP are those purchased by the Royal Borough of Windsor and Maidenhead and Berkshire Sports.
- ◆ 10 groups achieved SQP Awards in October 2010 and SCVS is currently working actively with a further 9 groups
- ◆ In 2011 introductory meetings on SQP were held with 18 groups
- ◆ SCVS presented SQP to 50 commissioners at a Department for Education conference.
- ◆ Slough Sunday Funday - SCVS successfully worked in partnership with the Slough Active team
- ◆ SCVS supported Disability Awareness Day. Having Fun Together was held in Queensmere Shopping Centre. In addition to raising awareness around disability, 237 people visited the stalls and took information about services. The day once again evidenced the good relationships and partnership working between the voluntary and community sector and statutory services

Information

- ◆ Organising the East Berkshire Funding Fair in partnership with Windsor and Maidenhead Voluntary Action and Bracknell Forest Voluntary Action.
- ◆ Learning about and working on setting up Slough CVS's social media profile
- ◆ Setting up the Eventbrite site along with the Training and Events Officer to enable groups to have another more efficient way of booking SCVS training courses.

Change Up

- ◆ The Berkshire East Funding Project has reviewed its projected Outcomes with the Big Lottery and has placed greater emphasis on workshops to support the voluntary and community sector in identifying and preparing for commissioning opportunities.
- ◆ The Resource Centre project has been granted planning permission for substantial extension works to the 29 Church Street site.
- ◆ SCVS is in the process of finalising build specifications and costs with contractor and completing due diligence issues for SCVS Council of Management so that the project can proceed.

OBJECTIVES FOR 2011/2012

Organisational Development

- ◆ Undertake a review of our organisational development services
- ◆ To continue to develop and build on the mutually beneficial relationship between Slough's voluntary and community sectors, and statutory and business services
- ◆ Continue to work on a number of cross cutting agendas which impact on health and social care
- ◆ To embed the process for reviewing Governance and adopting and reviewing Policies into the regular cycle of COM meetings
- ◆ Inform groups about contracts and procurement opportunities.
- ◆ Support the Personalisation Agenda and Brokerage programme to assist our more vulnerable groups working with people who have health or disability issues.
- ◆ To continue to support the development of Slough's voluntary groups in all financial matters.
- ◆ Help where required with SCVS events throughout the year.
- ◆ To develop the use of SCVS expertise on the running events for the voluntary and community sector, thus creating an improved resource for advice and information needed by the statutory and business sectors.

REPORT OF THE DIRECTORS FOR THE YEAR ENDED 31 MARCH 2011 (continued)

- ◆ Work successfully within the anticipated financial constraints so as to continue to support, enable and empower the charitable sector in the town.
- ◆ To further develop SCVS Training to incorporate more courses relevant to this sector.
- ◆ To work for SQP to become an integral part of the local authority commissioning criteria.
- ◆ To support smaller groups in order for them to obtain SQP accreditation
- ◆ To achieve the NAVCA Quality Award

Participation

- ◆ To continue to support the Community Champions initiative.
- ◆ To continue to work with Groups involved in the Health and Wellbeing agenda
- ◆ To enable community groups in Slough to participate in decisions made in Slough
- ◆ To allow community groups to meet people from Statutory organisations and encourage groups to feel more comfortable about working with Statutory partners
- ◆ Bring local community groups together to share ideas and encourage working together
- ◆ Promote compact working methods to voluntary groups and statutory organisations in Slough
- ◆ Represent voluntary sector interests to outside parties

Commissioning

- ◆ To increase significantly the number of Statutory Sector Commissioning contracts successfully tendered for by frontline Voluntary & Community Sector organisations in three local authority areas Slough, Windsor & Maidenhead, Bracknell Forest.
- ◆ Ensure that all plans and initiatives are communicated clearly to appropriate groups and stakeholders in Slough.

Information

- ◆ To increase Slough CVS's profile
- ◆ To continue to improve the SCVS website and make it more interactive and user friendly
- ◆ To continue to produce Newslines and other SCVS publications
- ◆ To continue to provide clients with regular sources of information and a channel for them to communicate via e-mail alerts, newsletter and the website

Resource Centre

- ◆ To acquire the property at 29 Church Street and to complete, in early 2012, its development as an office and meeting complex for voluntary organisations in Slough.

CONTRIBUTION OF VOLUNTEERS

Volunteers have contributed greatly to the effectiveness of SCVS. Their expertise in the fields of financial and general administration has been particularly helpful.

FUNDRAISING ACTIVITIES

The Resource Centre project has received additional partner funding of £300,000. site at 29 Church Street .

The financial constraints imposed by the current economic climate have encouraged SCVS to further diversify its funding sources. The Census 2011, SQP and Training have all contributed to staff costs.

REPORT OF THE DIRECTORS FOR THE YEAR ENDED 31 MARCH 2011 (continued)

SBC are still conducting a Voluntary Sector Review of the grant funding. This has been on-going during the period and in the interim, a reduced contribution to the general overheads of SCVS was secured for one year. The review is expected to be completed this year and it is believed that the grant process will be terminated and replaced by a competitive tender procedure for the supply of specified services.

SCVS have continued to fulfil the objectives of the project funding received from the Primary Care Trust, Slough Borough Council, the Children's Workforce Development Council and the Local Strategic Partnership and to continue its work with strategic engagement and participation activities.

Training and events have been expanded during the year with new funding from WEA, Take Part and Involve (European Social Fund Programme).

The economic environment has been very challenging but this last year has been a year of consolidation and growth of services to help groups gear up for commissioning.

RESERVES POLICY

The Directors have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets ('the free reserves') held by the charity should be sufficient that they would be able to continue the core activities of the charity in the event of a significant drop in funding for enough time to identify replacement funds. At present the free reserves which amount to £45,587 are considered sufficient to meet this criteria.

INVESTMENT POLICY

The Directors have considered the most appropriate policy for investing funds and since the greatest proportion of the funds is required to meet short-term commitments, the funds have been put on deposit at the best rates available taking into account the requirements of the Company.

RISK REVIEW

A major review of the risks to which the charity is exposed has been carried out and systems are in place to mitigate those risks. External risks to the sources of funding have led to the development of a strategic plan to diversify the funding and to access additional sources of restricted funds which contribute to the operating costs of the Company. Internal risks are minimised by the implementation of financial controls and procedures. These are reviewed on an annual basis.

INCIDENT REVIEW

No serious incidents occurred during the year.

RESPONSIBILITIES OF THE MANAGEMENT COMMITTEE (COM)

The Directors of Slough Council for Voluntary Service are responsible for preparing the Report of the Directors and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

REPORT OF THE DIRECTORS FOR THE YEAR ENDED 31 MARCH 2011(continued)

Company law required the Directors to prepare financial statements for each financial year. Under that law the Directors have elected to prepare financial statements in accordance with the United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company at the end of the year and of the surplus or deficiency for the year ended. In preparing those financial statements the Directors are required to:

- ♦ select suitable accounting policies and then apply them on a consistent basis;
- ♦ observe the methods and principles in the charity SORP;
- ♦ make judgements and estimates that are reasonable and prudent;
- ♦ state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- ♦ prepare financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in operation.

The Directors are responsible for keeping adequate accounting records which are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements could comply with the Companies Act 2006. The Directors are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Directors are aware:

- ♦ there is no relevant audit information of which the Auditors are unaware; and
- ♦ the Directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the Auditors are aware of that information.

TRUSTEE INDUCTION AND TRAINING

Potential Directors undergo induction with the Chief Officer and Chair. The induction comprises structure and function of SCVS; organisational roles and responsibilities and legal roles and responsibilities. Potential Directors are then introduced to staff and other board members. They are encouraged to spend time getting to know staff and members and are encouraged to attend a programme of both internal and external Governance training.

GRANT MAKING

SCVS does not make grants.

REPORT OF THE DIRECTORS FOR THE YEAR ENDED 31 MARCH 2011(continued)

FIXED ASSETS

Any changes in fixed assets during the year are set out in note 1c to the Financial Statements.

AUDITORS

Cansdales have continued as the Auditors for the year in question.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities issued in March 2005 in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by the management committee on 20 June 2011 and signed on its behalf by

Eleanor Cryer MBE