

Main Grants 2017-18 report

Name of organisation	VSL
Date of meeting	20 September 2016
Names and positions of attendees	Val Fulcher, VSL Chair Lorna Taylor, VSL Trustee Evelyn Brady, VSL Chief Executive Stephen Oldfield, VSL Deputy Chief Executive James Lee, Head of Services, LBL Winston Castello, Community Enterprise Manager, LBL

Group Name:	Total	Q1	Q2	Q3	Q4
Total funding received 2015-16	£73,650	N/A	£24,550	£24,550	£24,550
Total funding to be received 2016-17	£98,200	£24,550	£24,550	£24,550	£24,550

Outcomes	<p>1. Befriending Projects (VSL are delivering this project as members of the Community Connections Consortium)</p> <p>The aim of our service is to reduce isolation, promote community inclusion, helping people build links with their community and families, supporting people to be independent, reducing and/or delaying the need for people to access statutory services. This service is a fundamental and cost effective way of VSL helping to reduce the burden on statutory services. We see ourselves as active partners in helping to complement the needs of older adults requiring social care in Lewisham.</p> <p>We will offer a range of Befriending services including face to face befriending in service users own homes, telephone befriending, and email befriending.</p> <p>Volunteers will provide a listening ear, practical and emotional support to maintain and assist service users to do their shopping or enable them to do their own shopping, and will encourage independence.</p>
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N.B. Volunteer Befrienders also support our service users with:

/Escorting/Wheelchair Assistance/Shopping/DIY

2. Community Support Services – Lunch Club, School Helpers, Christmas Project

The aim of these community services is to provide volunteers who support and connect Lewisham residents with the Lewisham community, and promote emotional and social wellbeing.

Lunch Club

The lunch club delivers practical support for the Grove Centre Lunch Club in Sydenham (vulnerable and isolated older adults and adults with disabilities).

These services promote partnership working, social inclusion, reduce isolation, making community connections and encouraging wellbeing.

School Helpers

We have volunteers placed to support staff within the classroom, assisting with reading, art projects and school events. The outcome is improved literacy, opportunities to build relationships, and to promote emotional wellbeing.

3. Christmas Project

The VSL Christmas Project is a unique community project delivered by volunteers, coordinated by the VSL. This project supports isolated and vulnerable adults, older people, disadvantaged children and families.

This aim of this service is to promote social inclusion and make better connections between vulnerable and/or disadvantaged people at what can be for many a difficult time of year.

4. Group befriending

Group befriending activities enabling socially isolated older people to build relationships, promoting inclusion, and providing an alternative to mainstream day services. (e.g. arts and crafts, wellbeing workshops, social and educational activities) Group befriending activities enabling socially isolated older people to build relationships, promoting inclusion, and providing an alternative to mainstream day services. (e.g. arts and crafts, wellbeing workshops, social and educational activities)

5. Mentoring

6 week programmes re-enabling vulnerable adults to remain in their own homes by helping them achieve personal goals facilitating them to access their community services and activities. (E.g. accessing library and leisure centres, and assisting them to overcome their personal challenges, enabling people to lead fuller and more active lives. This project will help to reduce isolation, and provide an alternative to mainstream day services.

6. Flourishing Futures

Gardening activities to improve emotional wellbeing for vulnerable adults through volunteers working alongside service users to encourage vulnerable adults to access, utilise and enjoy their gardens, helping to build positive relationships with their neighbours and their local community.

Outputs:	2015-16 Target	2015-16 Q2	2015-16 Q3	2015-16 Q4	2015-16 Total	% Achieved	2016-17 Target	2016-17 Q1	2016-17 Q2	% Achieved TD
Befriending - Recruit, train, place and support volunteers to maintain a bank of volunteers (minimum 70)	70	13 new	7 new	0	Bank of 70 achieved	100%	80	82		102%
Provide 100 matched placements	100	76	4	13	93	93%	100	91		91%
Achieve a minimum of 4,200 volunteering hours	4,200	1,250	2,800	2,800	6,850	165%	7,500	2184		116%
3 group support befriending activity meetings	3	2	1	0	3	100%	4	0		0% - first meeting took place in July
Community Support Recruit, train, place and support a minimum of 12 volunteers across the lunch club and schools	12	8	8	9	25	208%	12	9		75%
Achieve a minimum of 500 volunteer hours	500	230	103	167	500	100%	800	432		54%

Provide quarterly volunteer group support meetings, plus appropriate on-going induction, support and training	3	1	1	1	3	100%	4	1	25%
Christmas Project - Recruit 35 volunteers to collate goods and support the church in the provision of Christmas Day lunch	35	15	37	-		148%	35	0	Due to take place in Q3
Provide transport for Christmas Day lunch guests (10-15 volunteer drivers)	15	-	15	-	15	100%	15	0	
Achieve a minimum of 1,500 volunteering hours	1,500	-	1,500	-	1,500	100%	2000	0	
35 people attend pantomime							35	0	
80 people attend Christmas Day lunch	80	-	80	-	80	100%	80	0	
1800 people supported in total	1,800	-	2,100	-	2,100	116%	2000	0	
Raise a minimum of £10,000 from community fundraising and small grants	£10,000	-	£10,000	-	£10,000	100%	£10,000	£1,200	12%
Publicise project to potential referrers									Project publicity undertaken
Work with local schools, churches and businesses to secure goods and publicise and promote project									Promotion work undertaken
Aim to support a minimum of 20 agencies	20	6	54	-	60	300%	25	0	Due to take place in Q3
3 partnership meetings	3	1	2	1	4	133%	3	2	66%
Group befriending - Recruit, train and match 5 co-facilitators	5	0	0	5	5	100%	5	3	60%
Achieve a minimum of 20 volunteering hours – quarterly partnership meetings	20	0	0	20	20	100%	30	12	40%

DIY and Gardening -recruit, train, place and support volunteers to maintain a bank of volunteers (minimum 10)	10	15	0	0	15	150%	12	12		100%
Provide 20 matched placements	20	51	-	-	51	255%	30	35		117%
Achieve a minimum of 1000 volunteering hours	1000	1000	-	-	1000	100%	1200	270		22%

1. Remove funding from under-performing groups/those performing least well

Have you achieved at least 90% of the agreed reporting outputs and outcomes in all quarters since the start of the programme?

VSL operates in a number of key project areas. These are:

- Befriending
- Community support
- The Christmas Project
- Group Befriending
- The DIY and Gardening Project

The organisation performed well during the period under consideration. Its befriending recruitment and replacement targets were reached. Its targets for 4,200 volunteering hours were reached.

During the course of the year, a number of developments have taken place, including delivery in new parts of the borough, with a new befriending project established in Deptford. These projects have enabled individuals to discuss common concerns and provide peer support. The organisation's mentoring project provides befriending support. In total, the organisation engages over 200 volunteers across all its projects.

Have you achieved all of the wider outcomes outlined in the initial grant application?

The wider outcomes for this project include reducing isolation and promoting community cohesion, as well as helping people to build links with their families and communities. VSL works with over 200 volunteers. In a survey of service users of the befriending project, 84% of service users reported an increase in wellbeing through interaction with telephone/face to face befriending services.

If no to either of the above:

- what are the mitigating factors?
- what plans are in place for improving performance?
- what progress has been made against actions agreed with your Development Officer?

N/A

What local support/evidence of need can you identify for the work you are undertaking?

VSL's services respond to increasing community demand for the range of initiatives that they offer. For example, the ageing population has resulted in there now being over 27,000 people over the age of 65 in the London Borough of Lewisham. This figure is forecast to increase.

The organisation further works with disabilities and it is estimated that 14% of people of all ages in Lewisham have a disability or long term condition which affects their ability to carry out day to day activities.

2. Negotiate reductions and seek alternative funding streams

Are there any proposals that you can put forward that will deliver significant saving against current expenditure? This can include capital investment to change your delivery/business model.

VSL are due to move to the Leemore Centre and will look at opportunities for collaboration with other organisations, including Lewisham Community Transport Scheme. The organisation is also seeking sponsorship of its Christmas Project and is having a trustees and staff planning day in November.

What alternative funding streams are you already pursuing?

The organisation is developing its fundraising strategy and has a professional fundraiser as one of its trustees. It is currently undertaking a review of potential fundraising applications. It currently receives funding from a number of grant aid organisations, including £35,000 from SLAM. It has also recently received funding to support its volunteer recruitment and training functions.

Are there any other funding streams that you can identify that the council can support you to access?

Once the organisation has developed a fundraising strategy it will discuss this further with Lewisham officers.

3. Work with groups to consider mergers or asset sharing

Are there any organisations doing similar work to you in the borough who you may consider sharing resources or merging with? Who have you considered/approached?

The organisation is due to move to the Leemore Community Hub. However, it is still negotiating the likely cost of the move as well as the rental for the premises.

Are there other groups in the local area that you could share resources with even if they are delivering a different type of service? Again, who have you considered/approached?

The organisation currently works with a wide range of partners, particularly on its Christmas Project. It also has a wide range of churches with which it works as part of its befriending support. VSL is also a partner in Community Connections and hosts one of the community facilitators.

Other areas of expertise that it hopes to build on include its recruitment and training of volunteers for partner organisations.

What support might you need to move these suggestions forward?

The organisation is looking to market its qualification training for volunteers and hopes to work closely with Voluntary Action Lewisham in developing this.

4. Pro-rata reductions across all groups

What would a 25% cut in your grants look like in service delivery terms? What are the wider impacts?

The organisation feels that the most likely scenario involves the reduction of staff hours. However, before making decisions, they would analyse the potential impact on service delivery and would aim to reduce any impact on service delivery.

Have you modelled this cut and developed an action plan for its implementation?

The organisation plans to model the cut following its staff and trustee away-day in November.

Conclusion

Any other comments / areas discussed

The organisation feels that its development work with volunteers has great potential in terms of training and volunteer support.

Conclusion and recommendation

VSL has achieved its output targets and also contributes to a number of key outcomes for older residents.

A pro rata cut in funding is recommended.

Equalities groups disproportionately impacted by recommendations

Ethnicity:		Pregnancy / Maternity:	
Gender:		Marriage & Civil Partnerships:	
Age:	X	Sexual orientation:	
Disability:		Gender reassignment:	
Religion / Belief:			

Commentary and potential mitigations:

A majority of VSL's service users are over 65. A reduction in services would be likely to have a disproportionately adverse effect on this group. The organisation will aim to mitigate the impact of this by working more closely with other service providers in this area, particularly Community Connections.

