



BEDS-SPREAD



December 2010

Build a Social Business Conference

Thursday 3rd March 2011
The Corn Exchange Bedford

CVS have organised a conference for social businesses and those who wish to establish a social business. This conference will inform delegates about changes in Health and Social Care Services and about business opportunities that are now being created as a result.

In the future those who currently receive care and support directly from local authority staff (or providers who they contract with to deliver these services) will be able to develop a 'support plan' and receive a 'personal budget' to put this plan into action. This will empower 'service users' and transform them into 'customers' with real purchasing power, able to choose and buy their services from whoever they want. This will create a 'new and growing market place' of real customers with real and varied needs. Similarly the public authorities are now increasingly putting out to tender services which they have traditionally employed staff to deliver themselves.

This conference will be of interest to both existing Social Entrepreneurs as well as those wishing to develop a new social business in this context. Speakers will include lead managers from **Bedford Borough Council**, a marketing specialist and an accountant, both from the world of Social Enterprise. **Business Link** will also provide a keynote speaker on the best ways to establish a successful social business, and this event will 'showcase' the work of Social Entrepreneurs from elsewhere in the country who are already successfully 'doing it'.

Further and more detailed publicity about this event and how to book a place will be sent out in the New Year but if you would like to express interest in attending this free conference please contact **Mandy Field** on **01234 354366** or email her at mandy@yourcvcs.org



Community & Voluntary Service



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Christmas and New Year Opening Hours

Seasons Greetings
from all the
staff and volunteers at
**Community and Voluntary
Service**
and the
Volunteer Centre Bedford

Our offices are closed from
3pm on Friday 24th December
2010 to 9am on 4th January
2011

Stop Hate Crime UK - Now Covering Bedfordshire

Stop Hate UK is a charity that provides independent and confidential support to people affected by hate crime. **Stop Hate UK** has 15 years' experience in providing independent support to people who have been affected by hate crime. Their services are now available in Bedfordshire, as they are working in partnership with **Bedfordshire Police**. They provide 24-hour support to people who have been affected by hate crime. Victims and witnesses can contact them by phone, text, post or online to report incidents, access support, and get information. Visit **Stop Hate UK** at www.stophateuk.org or the CVS website at <http://tinyurl.com/3xajw56> where you can download leaflets and posters to promote their services throughout your organisation.



STOP HATE CRIME
0800 138 1625
24 HOUR HELPLINE

Your CVS serving the local Voluntary and Community Sector

Registered Charity: 1091423

QUALITY STANDARDS

PQASSO Intensive Support - Now is the Time to Act

Does your organisation want to implement a quality standard? If so, the **CVS PQASSO Intensive Support** could help you.

However, funding for this project ends in 2012. Typically, organisations take over a year to implement **PQASSO**, so time for FREE support is running out! Why not contact **Jane Owen** on **01234 354366** or at jane@yourcvs.org to register your interest for the next intensive support sessions starting in the New Year.

PQASSO (Practical Quality Assurance for Small Organisations) offers a practical step-by-step approach to enable voluntary and community organisations to improve the way their organisation runs and to help them to improve the quality of their services. Designed as a work pack, it is written in plain English and is simple and straightforward to use. **PQASSO** covers twelve quality standards:

- Managing people
- Planning
- Governance
- Managing money
- User-centred service
- Managing resources
- Working with others
- Learning and development
- Monitoring and evaluation
- Communications and promotion
- Leadership and management

Quality Standards support from CVS is

PQASSO will help you to:

- review your organisation's current performance against a **PQASSO** standard
- identify areas of good practice and evidence you already have
- identify areas where improvements could be made
- create a prioritised action plan to implement on return to your organisation



LOTTERY FUNDED

VOLUNTEERING

Guidance and Resources for Trustees and their Recruitment

CVS have refreshed the resources on our website for existing trustees and those who wish to become trustees. The new resources cover trustee recruitment and how to diversify your trustee board. You will find links to the **NCVO's Trustee Recruitment Resources for Smaller Organisations**, where you can download a number of really useful information sheets and templates. There are also links to the **Volunteer Centre Bedford**, **NCVO's Trustee Bank** and **Trustees Unlimited** (that have a bank of over 1,000 individuals interested in becoming trustees), which should be your first ports of call when recruiting new trustees.

You can access the new resources by visiting the **CVS** website at <http://tinyurl.com/36gtekj>

Recruiting Young People as Trustees

Young people are hugely under-represented on charity boards in England and Wales. Although 18-24 year-olds represent 12% of the total adult population, this age group makes up just a fraction (0.5%) of the trustee population across the two countries. Out of a total of over 810,000 trustees in England and Wales, only 4,220 are aged under 24. The **Charity Commission** have published useful guidance on involving young people in running a charity at <http://tinyurl.com/36ju4m7>, including the report '**A Breath of Fresh Air: Young People as Charity Trustees**' that can be downloaded from <http://tinyurl.com/3ymrsrf>

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UPCOMING CVS TRAINING

Pricing, Costs and Financial Controls in the New Environment*

Thursday 20th January 2011

This course is aimed at anyone involved in working out or approving the costs and prices for projects and services; managers; trustees; and finance staff. It will be suitable for people new to the area of personalisation, as well as those with some experience.



Managing Redundancies

Tuesday 26th January 2011

A time of redundancies is always difficult and much stress and distress for staff and management can be avoided by following clear, structured and fair processes that comply with both legislation and good practice. Resources, such as sample letters to use at each stage, will be provided as part of the course pack. **This is not for people being made redundant, but for managers or senior managers.**

Behaving More Assertively

Tuesday 8th February 2011

For anyone who feels that they don't always manage exchanges with others very well. If you think that you allow others to impose on you, find it hard to say "no" and tend to let others make decisions for you, this day will help. Equally, if you realise that you sometimes impose your ideas on others, or feel driven to get things done your way, it is likely that you could learn more comfortable and productive ways of communication.



Tendering for Success

Thursday 10th February 2011

Effective tendering requires a knowledge of the relevant legislation, policy drivers, and the step-by-step procedures involved in 'tendering for success'. It also requires a clear understanding of what procurement officers want to see in your tender document and how to ensure that your tender scores well at the appraisal stage. Success may also depend on forming consortia between organisations to tender and deliver contracted services. This workshop will explore all these issues.

Workshop Bookings

Venue: 43 Bromham Road, Bedford (unless otherwise stated)

Cost for these workshops: £12 per delegate

(For courses marked with * the £12 fee will be refunded upon attendance and the venue will be the Weatherley Centre in Biggleswade)

For further details and bookings please contact **Jan** at **CVS** on **01234 354366** or email: jan@yourcvs.org

*These training workshops are supported by:
The Big Lottery Fund, CapacityBuilders,
Central Bedfordshire Council, EEDA and the Bedford Charity*

Coming Soon in 2011

- **Customer Care** - Tuesday 15th February 2011
- **HR Issues for Non-Specialists*** - Tuesday 22nd February 2011
- **Employing Staff*** - Wednesday 2nd March 2011
- **Data Protection and Confidentiality*** - Thursday 10th March 2011



Fit for Funding Workshops

These workshops will cover all the basics to get you to the stage where your organisation will be able to apply for funding. The next workshops at the **CVS** office are on:

- **Monday 31st January 2011 - 10am to 12pm**
- **Tuesday 1st March 2011 - 7pm to 9pm**
- **Saturday 10th April 2011 - 10am to 12pm**
- **Thursday 5th May 2011 - 7pm to 9pm**



To build on the skills you gain from the **Fit for Funding** workshop we are running our **Demonstrating Need and Understanding Outcomes** workshop and will explain how to identify the need for your work, plus define aims, outcomes, targets and milestones. The next workshops are on:

- **Wednesday 12th January 2011 - 10am to 12pm**
- **Thursday 7th April 2011 - 7pm to 9pm**

If you would like to attend one of the workshops please contact **Mandy Field** on **01234 354366** or email mandy@yourcvs.org



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FUNDING

OPAL Grants Scheme

The **Open Air Laboratories (OPAL)** network is an exciting new initiative that is open to anyone with an interest in nature. They aim to create and inspire a new generation of nature-lovers by getting people to explore, study, enjoy and protect their local environment. Their **OPAL Grants Scheme** aims to help natural history societies and recording schemes grow and flourish. To date they have distributed grants totalling £112,000 to more than 50 different natural history groups. The 2011 **OPAL Grants Scheme** focuses on the transfer of skills, to help enthuse and train the next generation of environmentalists. The scheme is open to all national and local natural history societies, recording schemes and similar groups that are active within England, including regional branches of national organisations. The group's primary focus must be biological. The theme of the **2011 Grants Scheme** is **'Sharing your skills'**. They aim to support projects that transfer knowledge and skills either between members of the group, or between the group and the wider community. From informal public events to advanced training courses, funded projects should enable people to move a little way up the ladder of progression from complete beginner to expert.

The deadline for applications is 12pm on Monday 7th February 2011. If you have any questions about the Grants Scheme please contact **Lucy Carter**, 0207 942 5188 or email lucy.carter@nhm.ac.uk
Website: www.opalexplornature.org/Societyfunding

£100million Transition Fund Launched

The **Cabinet Office** has launched a new £100million **Transition Fund** to help the charities, voluntary groups and social enterprises that are affected by public spending cuts to make necessary adjustments so that they can continue to play an important part in public service reform and the **Big Society Agenda**.

The **Transition Fund** will help civil society organisations which deliver high-quality public services to be more resilient, agile and able to take opportunities presented by a changing funding environment.

The **Office for Civil Society** has appointed **BIG Fund** (non-Lottery funding operation of the **Big Lottery Fund**) to administer the fund. The fund is for organisations that meet the following criteria:

- Civil society organisations with an income of between £50,000 and £10 million
- At least 60% of your income is from taxpayer-funded sources
- You must spend at least 50% of your taxpayer-funded income on service provision in at least one of the following areas – health and social care; homelessness; education and training; offender rehabilitation; welfare to work/employment services; children and families; debt counselling and legal advice
- Your free reserves must not be more than six months
- You face significant cuts; you will experience cuts of at least 30% of your taxpayer-funded income in 2011/12, as compared to your most recent set of signed annual accounts

The minimum grant size is £12.5k and grants will meet no more than half your taxpayer-funded income. This means that you will have lost at least £25k. You can check your eligibility and find out how to apply by visiting www.biglotteryfund.co.uk/transitionfund

London Luton Airport Community Trust Fund

Grants are available for projects that benefit the communities of Luton, Central Bedfordshire, North Hertfordshire District, Stevenage, St Albans District and the Aylesbury Vale District. The Fund welcomes applications that address one or more of the following identified action areas, namely a vibrant neighbourhood, a growing economy and a better environment. Grants are available between £250 and £3,000. **Bedfordshire and Luton Community Foundation, The Smithy, The Village, Old Warden, Bedfordshire, SG18 9HQ, Tel: (01767) 626459. E-mail: administrator@blcf.org.uk Website: www.blcf.org.uk**

FUNDING

Tesco Charity Trust Community Awards

Tesco Charity Trust gives local projects that support children and their education and welfare, elderly people, adults and children with disabilities through their **Community Awards Grants**. The scheme gives grants of between £500 and £4,000 to local community groups in areas around **Tesco** stores. There are two rounds of funding every year for each category. Applications for children's education and welfare grants should be made between 1st December and 31st January, or between 1st May and 30th June. Grants for elderly people and adults and children with disabilities are open between 1st February and 31st March and between 1st August and 30th September. Website: www.tescocharitytrustcommunityawards-applications.co.uk

Waitrose Community Matters

Since the launch of **Waitrose Community Matters** in 2008, each local **Waitrose** branch has had £1,000 each month to give to three local organisations. Organisations are nominated each month by customers and partners (**Waitrose** staff), with the final decision on the three shortlisted organisations made by **PartnerVoice** forums (**Waitrose's** local democratic bodies). Then, **Waitrose** customers will be given a token every time they shop which is used to vote for one of these organisations by placing the token in one of three perspex tubes. At the end of the month the tokens for each organisation are weighed. Then the beneficiaries each receive a proportion of the cash. For more information and to be considered for this scheme, you can collect an application form from a **Waitrose** store, or contact the **Community Matters Champion** at your local **Waitrose** branch, which in Bedfordshire are located in Ampthill and Leighton Buzzard.

BT Community Connections

If your community group helps, or wants to help, people access the internet and improve their ICT skills, you could be eligible to receive 12 months' free broadband from **BT**. Silver surfers, after-school and youth clubs, even 'IT for the Terrified' groups have benefited from an award in the past and are now encouraging even more people to get online. Applying for an award is easy. Go to www.bt.com/communityconnections to access the online application form and read the full rules and guidance notes. The closing date for applications is Thursday 13th January at 5.30pm. If you have any questions ring **0845 257 6792** or email info@btcommunityconnections.com

Sportsmatch to Re-Open for Applications

Sport England's Sportsmatch programme will be re-opening to new applications on the 17th January 2011 for projects starting after the 1st April 2011. The guidance will be updated in the New Year ready for the re-opening of the programme, so make sure you read the new guidance before applying. **Sportsmatch** makes awards to not-for-profit organisations running projects at a community level which meet one or both of **Sport England's** objectives of **Grow or Sustain** through matching eligible sponsorship pound for pound. Visit www.sportengland.org/funding/sportsmatch.aspx for the updated guidance.

Please note that **Sport England's Small Grants Programme** is still accepting applications for awards of between £300 and £10,000 (the total project cost should not exceed £50,000). For further information, please contact our Funding Helpline on **08458 508 508**. Website: www.sportengland.org/funding/small_grants.aspx

Looking for Funding?

Why not make an appointment to use the CVS Funding Search Resources (with access to FunderFinder and Trust Funding Search Software and our library of Grantmaking related books)

To make an appointment to use our resources, contact **Linda Candita** at Linda@yourcvs.org or call **01234 354366**

FUNDING

The House of Industry Estate Grants

Funding is currently available for organisations and individuals in 2010/11.

The House of Industry Estate Charity is a charitable Trust, administered by **Bedford Borough Council**, which makes grant awards to assist Bedford residents who are in need, hardship or distress. The Charity welcomes applications for financial assistance direct from individuals or organisations that help residents in these circumstances, subject to funds being available. Details are as follows:

- **Organisations** - Your organisation can apply at any time of year for funding. Each request is considered on its own merits. However, applications are normally accepted from organisations for up to £10,000 (revenue funding, conditions apply) and £15,000 (capital items), subject to funds being available. Currently Chief Officers and/or fundraisers from the organisation are routinely invited to the Trustees' meetings (which are held several times a year) to give additional information if called upon by the Chair. You are advised to read the criteria and Trustees' guidelines before applying to ensure that your organisation's circumstances and the request meet the criteria.
- **Individuals** - If your organisation works with individuals in need you may consider signposting them to the Charity. They can apply for financial help direct (or with your organisation's assistance) for grants to pay for items, services or facilities that they need. Applications are invited throughout the year, subject to funds being available. Grants can be given for basic items such as clothes, shoes, household items, household repairs (not to rented property), utility bills, water bills, telephone installation/debts, funeral expenses, medical need including child care, care, transport needs and educational equipment. Applicants currently need to provide proof of residency in Bedford Borough and their income, to be considered for an award and should have applied for all the state help to which they are entitled.

More details about the criteria and how the Charity can help individuals are on the application form. If you need any further information or hard copy application forms, please contact the **House of Industry Administrator** on **01234 227351** or email Alice.Carrington@bedford.gov.uk

Applications can also be made electronically at <http://tinyurl.com/3ytarar>

Football Foundation Grow the Game

Grants of up to £5,000 are available through the **Football Foundation's Grow the Game** scheme. The grants are available to not-for-profit organisations that are planning to set up two new football teams in the next two years. The aim is to increase participation by players and volunteers. Grants can be used for facility hire, hire of **FA**-qualified coaches and referees, **CRB** checks, affiliation fees, league entry, first aid kits, promotion and **FA** coaching courses.

The fund will be open for applications on 3rd January 2011 and the deadline for receipt of completed applications is 28th February 2011. For more information see the **Football Foundation** website at www.footballfoundation.org.uk/apply/grow-the-game

Support for Young People to Run Their Own Projects

Junction 49 offers support to young people, aged 14 - 25, who want to set up projects in their communities. You post your project idea onto a message board and a **Junction 49** helpdesk adviser then replies to you on the message board, offering ideas and suggestions and links to other **Junction 49-ers** who have set up similar projects. You can view the **Junction 49** website at www.junction49.co.uk

ITV Fixers help 16 - 25 year-olds tackle problems they are concerned about. They will provide project support and can also offer some funding. They can also help young people reach out to a wider audience through their online channel. Contact them on **01962 670 370** or visit www.itvfixers.com for more details.

ICT

Does Your Organisation Need Professional IT Help?

iT4Communities (iT4C) matches IT professionals who want to volunteer their time and technical skills to organisations that need IT help. They have 6,000 IT professionals across the UK who are willing to give their time to charities, community groups and social enterprises.

If you would like to be part of this valuable network of advice and practical IT help, please register with them (there is an annual registration fee of £85).



You can expect expert guidance from the staff at **iT4C**, who will help you to define your IT needs and then put your projects onto their website so that volunteers can apply to help you.

On average organisations get £3,000 worth of support from their volunteers. That support can be strategic advice, practical work, training or troubleshooting. Our volunteers have helped plan databases, build websites, network computers, write policies, and maintain computers. What does your organisation need help with? For case studies, testimonials and examples please see www.it4communities.org.uk. You can request an IT volunteer via our website. **iT4Communities** is a project of **AbilityNet**, a UK-registered charity (No. 1067673).

Digital TV Switchover - TV in the UK is Going Digital!

Anglia will be switching to digital TV in early 2011, when the transmitters will no longer transmit an analogue signal. The result of the switchover will be a stronger and better signal and at least 16 TV channels. Bedfordshire is served by the **Sandy Heath** transmitter and the main switchover will occur on 30th March 2011 when BBC 2 analogue signals stop and BBC 2 digital signals start. On the second switchover on 13th April 2011 the other analogue signals are switched off and all the Freeview digital channels become available. To check which transmitter you are currently receiving a signal from, use the **Post Code Finder** at www.digitaluk.co.uk

Help is available from:

The Help Scheme and Digital UK:

- **Digital UK** offers independent and unbiased advice and information about switchover. For more info, ring **08456 505050** or visit www.digitaluk.co.uk
- The **BBC** is running a **Help Scheme** for those who need most assistance - You are eligible if you are 75 or over OR have lived in a care home for more than six months OR are entitled to certain disability allowances. The **Help Scheme** service is in the process of writing to you to say if you are eligible for this Scheme. For more information ring **0800 40 85 900** for free or e-mail info@helpscheme.co.uk. You can also get more information at www.helpscheme.co.uk



COVER Community Outreach Programme - **COVER** is providing a Grant programme to enable local organisations and groups to increase awareness of the switchover. Grants are available of between £100 and £3000 to assist with presentations to the clients of organisations working with:

- Older people or
- People who are socially isolated or
- People with sensory, mobility or dexterity impairments or
- People who have mental health conditions or
- People with English as a second language or
- People with learning difficulties



COVER can book presentations and training for staff, helpers, carers and volunteers; provide information leaflets in different formats and languages; and can answer most questions or find the answers to your queries about digital TV switchover. For more information contact **Rachel Farr** at Rachel.farr@i-trust.org.uk or ring **01223 861760**.

PERSONALISATION

Change, Transform or.....???

Many third sector organisations will be gearing up to transform their existing block grant-supported services and to instead sell them directly to the public, and to those who hold a personal budget. The Government has already set a target so that every local authority now needs to encourage at least 30% of those who receive care and support through them on to a 'support plan and personal budget' by 31st March 2011.

This change is profound. It will involve charities and other not-for-profit organisations in much change such as upgrading their financial and costing systems towards a retailing and cash flow model and towards marketing and selling of services directly to the public. If many of our organisations are to survive these changes, we need to react now. The **CVS** is gearing up its support services to help local charities and not-for-profits in their 'transformation'. As part of this it has already developed a web page on this issue which can be found at www.yourcvs.org and offers intensive support to organisations. Now the **CVS** is pleased to announce that it has commissioned three specially-designed and practical training workshops. These are:

- **Pricing, Costs and Financial Controls in the New Environment (20th January 2011)** - This workshop has been designed to help you gear your organisation to properly cost and to sell your services at the right price, to consider how you might handle cash/payment systems and introduce the required financial controls to ensure your organisation is resilient as many block contracts are reduced and phased out.
- **Tendering for Success (10th February 2011)** - This workshop introduces the policy drivers that lie behind open and competitive tendering for public service contracts, the step-by-step tendering procedures, how to develop a winning bid and address capacity issues to ensure they can compete to deliver public services into the future.
- **Customer Care: Marketing in the new world of personalisation and individual budgets (15th February 2011)** - This workshop starts at the point of recognising that our organisations have always set out to 'put our service users first'. However now we need to consider how to develop effective marketing practices for selling our services to the public, including to those in receipt of a personal budget. This workshop provides the practical marketing tools.

For more information about these please contact **Jan Warnier, Training and Events Officer** at the **CVS** on **01234 354366** or by email: jan@yourcvs.org. For intensive 'one-to-one' support including a 'personalisation health check and action plan please contact **Ian Curtis, Collaborative Working and Procurement Lead** on **01234 354366** or by email ian@yourcvs.org

SNIPPETS

A Year to Sort Licensing Costs on Charity Music Use

The Government has decided to end voluntary and community groups' exemption from paying for music licences. The licensing exemption will end on 1st January, but the licensing body **PPL** is "giving a grace period of one year for charities to allow them time to adjust to the new arrangements". The lowest tariff for buildings where voluntary groups meet, currently £40 a year, is expected to cover 60 per cent of such buildings, and the charity shop licence should see the "vast majority" incurring the lowest charge of £54 a year.

New Code of Advertising Practice Affects Voluntary Groups

Voluntary groups should be aware that from 11th March 2011 material on websites that solicits funds or advertises products or services will be covered by the **Advertising Standards Authority**. The Code will cover statements organisations make on websites they control, including their own and other pages such as microsites or pages on the social networking website **Facebook**. The **Advertising Standards Authority** can take action against organisations that breach the code – for example if they are not responsible, mislead or offend. You can find out more by visiting <http://tinyurl.com/2vlkyu2>

CVS operations are funded by:

Bedford Borough Council, Central Bedfordshire Council, Capacitybuilders, The Bedford Charity, EEDA and The Big Lottery Fund