

WORKING TO STRENGTHEN  
VOLUNTARY AND  
COMMUNITY GROUPS



VOLUNTARY ACTION  
WALTHAM FOREST  
2003-04



## What does a CVS do? The five functions of a CVS

Voluntary Action Waltham Forest is a member of the The National Association of Councils for Voluntary Service (NACVS), a growing network of over 300 Councils for Voluntary Service (CVS) throughout England. Organisations such as Voluntary Action support their members by providing them with a range of services and by acting as a voice for the local voluntary and community sector. All CVSs support, promote and develop local voluntary and community action through the following five key functions:

### SERVICES AND SUPPORT

CVS promote the effectiveness of local voluntary and community groups by providing them with a range of services. These may include regular newsletters, training, funding advice and specialist services.

### LIAISON

As a focal point for the local voluntary and community sector, CVS encourage networking between individuals and groups within the sector, and between local groups and the statutory and private sectors.

### REPRESENTATION

With government encouraging involvement of voluntary and community groups in shaping and delivering services, CVS enable the views of local groups to be represented.

### DEVELOPMENT WORK

Over the years, the local voluntary and community sector has pioneered some of the essential public services that we now take for granted. Child protection and care for the elderly, for example, had their origins in, and were developed by, the voluntary sector. CVS take the lead in identifying gaps in service provision and work with groups to develop new and innovative services to meet these needs.

### STRATEGIC PARTNERSHIPS

CVS work in partnership with local government and other statutory agencies to shape the delivery of services. CVS play a key role in empowering local groups to take part in partnerships and are directly involved in a wide range of regeneration, neighbourhood renewal, health and social care, learning and other government initiatives.

CVS play a key role in empowering local groups



## Chairs report for year 2003 – 2004

The past year saw me as the new Chair and Ajamu Mutumwa as the new Director of Voluntary Action. With the help of the Executive Committee and our staff we set about making changes to Voluntary Action to prepare for the changing funding environment in which the voluntary and community sector have to work.

The coming year will see the move from grants to commissioning and more partnership working and joined up thinking with the Local Strategic Partnership.



Neil Collins

We need to be prepared for the changed environment

There are also many changes coming in the way health and social care will be organised, and the change in how groups are funded will not be far behind. As an organisation we need to be prepared for the changed environment, and with the development of our Business Plan we are slowly beginning to address some of those challenges.

Voluntary Action, in common with many groups needs to sell itself even better in the future. This annual report is our opportunity to demonstrate to our members, non members and partners the work that we have done, and the value that we add to the sector. It also gives us an opportunity to renew our bond with our members, so that we may do better each year.

This does not stop me from saying that I believe that we still have a lot to do, but I can say that we are fortunate with our excellent staff team and our Executive Committee. I thank them for all their hard work.

I also must thank my co officers Arnold Zulu (Vice Chair), Jasmine Taylor (Vice Chair), and Valentin Yombo (Treasurer) for all their hard work and support during this last year.

Finally I wish to thank our funders who are listed elsewhere in this report.

*Neil Collins,*  
Chair, Voluntary Action Waltham Forest.

## COMMITTEE MEMBERS

Neil Collins	Chair (Psychiatric System Survivors Together -PSST)
Joe Ward	Vice-chair March – Nov 03 (New Lammas Lands Defence Committee)
Sheila Bass	(Leyton and Lea Bridge Childcare Association -LALCA)
Valentin Yombo Djema	Treasurer and Vice-chair (African Foundation Stone -AFS)
Jasmin Taylor	Vice-chair (Nexus Supplementary School)
Paul Beveghems	March-Nov 03 (Jasmine's Scholars)
Dave Brown	March-Nov 03 (Family Services Unit)
Robert Frimpong-Manso	(Ghana Welfare Association)
Diana Harrison	(Waltham Forest MENCAP)
Gillian Miller	(Disability Action)
Michael Persuad	March-Nov 03 (Forest Community Health)
Mike Pettit	(Age Concern Waltham Forest)
Mohammed Qureshi	(The Seniors)
Wendy Thomas	November 03 – January 04 (Lloyd Park Under Fives)
Arnold Zulu	(African Communities Forum)
Fionna Cronin	March – November 03 (Waltham Forest Carers Association)

## Facing considerable new challenges

This has been a very busy year for Voluntary Action. Many of the things that we have been doing are what some people would call “under the bonnet”, or setting our own house in order. We have had to start to do this because we realise that we, and the voluntary and community sector in Waltham Forest, face considerable new challenges, and we need to be equipped to tackle those challenges in the best way possible.

We have also had an opportunity to carry out a lot of work, with many people, much of which has gone little recognised, which signals to us that we need to sell ourselves even better and make the connections that we need to make. So what follows is a summary and testament to the work that we have done over the last year.

We have now started on the process of becoming an Investors in People Organisation, which means that our ability to create a good atmosphere and learning environment for our staff, executive and volunteers will be externally assessed. As a contributory part of that process, we held our first AGM with a strengthened election process.

Although the circumstances were not always easy, we have been able to set up an independent BME Alliance, which held its first AGM and elected its first independent management committee. It was also able to move into its own offices, and is now a truly independent organisation.

We have been part of the Waltham Forest Fundraising Forum from its inception, and one of the participants in the Funding Fair which was held very successfully. We have also been able to keep our commitment to supporting the continuation of the Advice Providers Forum. We are pleased to work in partnership servicing the continuing work of the forum as it negotiates the establishment of a commissioned advisory service.

We have continued to work in partnership with the Waltham Forest Primary Care Trust and Waltham Forest Council in setting up a Service User Charter. We have also been able to continue our successful individual capacity building through the Health Activist Training, development of a learning disability self advocacy group, and continued engagement with the Service Users Forum.

Two internal developments that we will be able to report on for you next year are our voluntary and community sector database which we hope to have online in January 2005, and our accommodation database in what will be a totally revamped website.

For most people our main area of work is still around assisting groups with fundraising. Our Fundraising Advice Service has provided advice and support to many groups within the borough and we are pleased that our own user satisfaction survey showed a high appreciation of the work that we do.

Finally, we are committed to holding an annual customer survey of our services. This years survey encompassed members, non members, statutory sector agencies and other partners. It gave us a good indication of where people felt we were good and areas where we had to improve. Most importantly, both members and non members gave us an average score of 4 out of 5, which we take as an indication of some faith in us, but also of high expectations of us as an organisation.

Our own user satisfaction survey has shown a high appreciation of the work that we do

None of our work would be done without the dedicated staff that we have, and I would like to take this opportunity to thank them for continuing to make Voluntary Action an organisation which is not only worth working for, but provides good quality and relevant services for the voluntary and community sector in Waltham Forest.



Ajamu Mutumwa

## Administration



Barbara Bishop

Last year we took over 1,500 calls, and received around 500 email enquiries relating to our overall services.

The administration is the first point of contact between Voluntary Action, our members, and the public. Whether we are used as an alternative to 118, or answer your general queries about organisational development most of our contact with members is via the telephone. Last year we took over 1,500 calls, and received around 500 email enquiries relating to our overall services.

We currently have over 194 members on our books, around 55% of whom do not pay for membership as they are small groups. We ensure that if you have booked a service for Voluntary Action that you have all the information that you need to ensure that you get the most out of our service.

The administration is proud of the fact that in an organisational survey 85% of respondents thought that our telephone service was “good or excellent”.

We specifically target groups from minority ethnic communities, and our membership reflects this, with 65% coming from groups that represent the various diverse communities that make up our borough.

The administration is also responsible for servicing all the many and varied projects under VAWF’s banner, details of which are contained in the pages of this report.

## Financial services



Sidney Milambo

These relate primarily to the smooth running of the organisation with a turn over of hundreds of thousands of pounds. It includes all, income and expenditure processing, data entry, bookkeeping, budgeting, pay roll, banking, audit preparation, management and other financial reports and overall financial management. The work is undertaken as part of other duties, including that of the administrator Barbara Bishop, and the Health Partnership Officer Geoff Thorington-Hassell. An external accountant Sidney Milambo on an occasional basis provides invaluable service and help.

The financial management went through significant development and change in 2001 to 2002 the strength of which was highlighted by the appointment and findings of a city based auditor Buzzacott in 2003 to 2004. Throughout 2003 to 2004 there have been further improvements to reporting and financial systems to build on past success.

Nonetheless the organisations would benefit from a dedicated financial management staff. This has been recognised by the organisation and remains a key challenge for the year ahead.

## ICT infrastructure

Voluntary Action is now more efficient and effective by using and having improved its use of ICTs during 2003-04. During this time the organisation reaped some of the benefits of introducing broadband connectivity at the end of the previous cycle. It resulted in financial savings through reduced telephone bills, faster e-mail sending and receiving, and Internet browsing, as well as through in-house capacity to troubleshoot hardware and software difficulties, with only minor reliance on outside IT contractors. We have also implemented security that has kept our systems free from viruses and hackers. Each member of staff has its own e-mail address and thus can be contacted individually both internally and by our members. We continued to be part of the London Advice Services Alliance’s ‘Circuit Rider’ project, which helped us to identify ICT issues for addressing in the future such as training needs and drawing up a comprehensive ICT strategy.

## Community infrastructure



Enrique Saenz-de-Sicilia

In 2003 we launched Voluntary Action's website on [www.voluntaryaction-wf.org.uk](http://www.voluntaryaction-wf.org.uk). The initial content of the site is only the first stage of a carefully devised architecture which involved many in the organisation and which was constructed with the site's future development in mind.

It was during this period that work started on two future major additions to Voluntary Action's services online through its website, a venues database, and a directory of voluntary and community groups in Waltham Forest. The venues database started as a joint effort with the multi-agency forum Accommodation for Voluntary and Community Groups (AVCO), and the other database as an online development of the now published Directory of Community and Voluntary Organisations in the borough.

We worked with five other Council for Voluntary Service (CVSs) in North East London to develop the technology to enable online access to groups' directories. This technology will also be used in the other boroughs, with the potential for access to information about groups in the whole of the subregion through a sixth website. The growth of Voluntary Action's website with the added features created the opportunity for planning for improvements to its look and navigation. The launch of the revamped site is scheduled for early 2005.



Rachael Mc Gill

We continued to publish our quarterly newsletter Voluntary Views, improving on its design and content. During the period we have also planned for its further enhancements including a second colour throughout, whilst new production technology means that the publication can be made available to our members through the website.

We have also made extensive progress in the use of a Directory of Social Change grant awarded to Voluntary Action to develop one of 12 Community Libraries for the voluntary sector in London through infrastructure organisations such as Councils for Voluntary Service. In Waltham Forest the library is due for launching formally at the end of 2004 although at the time of writing this report the resource is already open to member organisations and is used extensively internally.

## North East London Network



William Appiah

The North East London Network (NELN) is a partnership of voluntary sector capacity building umbrella groups such as Voluntary Action, and statutory sector officers working with the voluntary sector in the boroughs of Waltham Forest, Barking and Dagenham, Redbridge, and Havering.

2003-04 was the last full year that Voluntary Action was a member of this network. It was during the period that Voluntary Action realised the potential benefits of realigning itself with the North London CVS Subregional Partnership rather than remaining in the East / North East.

Five London CVS subregional partnerships have developed across London following the geographies of Learning and Skills Councils, Connexions and, in the case of the North, the North London Strategic Alliance. The North London Partnership includes, as well as Waltham Forest, the boroughs of Enfield, Havering and Barnet.

## Organisational development support

**V**oluntary Action Waltham Forest has been able to provide a consistent dedicated service to voluntary and community sector organisations during 2003/4.

Our continued partnership with the Waltham Forest Primary Care Trust enabled many groups to benefit from the support and advice services provided. Whilst the organisational development support programme we offer strengthens the overall health of the sector, many of the groups supported are also working directly for the health of borough residents.



Juliette Chatterton

Amongst the services accessible through us in the period were ongoing Funding Surgeries, which gave groups the opportunity to book a one-to-one session with our Funding Advisor. The service combined surgeries and a programme of training sessions and seminars. Over 150 voluntary groups were supported in this way, in response to the majority of requests from our users for fundraising support. In one-to-one surgeries, groups describe their activities, their structure and their requirements, enabling our advisor to identify suitable sources of funding to meet those needs. We also contributed to the Waltham Forest Funding Fair, and delivered fundraising seminars during the period. Groups were particularly encouraged to apply for Community Fund grants, and Waltham Forest was a 'Fair Share' area during this period.

Work also extended to providing other types of organisational support, including strengthening policies or management structures, or advising groups on how to receive subsidised accounting advice. Training on financial management took place during the year in partnership with 'Accountancy for Community Enterprises' (ACE). These included sessions on Basic Bookkeeping and Preparing and Using Budget Statements, although these two were only the initial sessions of a larger programme which continues in 2004-05.

Over 150 voluntary groups were supported in this way, in response to the majority of requests from our users for fundraising support.

VAWF contributed to the multi-agency Fundraising Forum, and continued to facilitate the Waltham Forest Advice Providers Forum, which brings together a range of community groups who provide advice. As well as a series of discussion-based meetings, the forum has been looking at local authority plans to reconfigure advice services in the borough. We were also part of the Waltham Forest College Community Forum and the Waltham Forest Council-led Consultation Working Group.



Tracy Dyer

Voluntary Action was a key partner in preparing a successful bid, led by Waltham Forest College, to the North London Learning and Skills Council. The project enabled the development of the 'Waltham Forest Community Credit Framework'. This consists of a wide collection of OCN accredited training units, which were put together with the needs of local voluntary and community sector organisations in mind. They include topics ranging from basic skills to advanced awards such as that in 'Managing Voluntary and Community Organisations'. A second element of the project involves the delivery of training on some of those topics, and 2003-04 was used to plan how this training will happen in the future.

We continued to work with the Objective 3, Priority 4 ESF Capacity Building Programme in Waltham Forest to deliver a programme of training and these included sessions on Financial Systems, Implementing and Writing a Business Plan, Introduction to Health and Safety and two First Aid courses.

## Regeneration Worker



Pat Howie

With support from the Bridge House Estates Trust Fund, Voluntary Action continued to employ for the first half of the period a Regeneration Worker to help voluntary and community organisations to play a role in regeneration initiatives in the borough, and co-ordinated efforts were made in this activity with the Community Empowerment Network (CEN).

The Regeneration worker was a key player in the continued development of the multi-agency Accommodation for Voluntary and Community Groups forum (AVCO). This Forum was set up to contribute to addressing the accommodation needs of local voluntary and community sector organisations. Whilst resolving these needs is a huge undertaking, AVCO and Voluntary Action worked to add to the possible solutions by making information on venues more widely available. This led to the planning and design of an online database where users can locate venues of various types and in all locations in the borough, whilst landlord can register their venues. The database is to be accompanied by a survey on accommodation needs that will help to build a detailed picture of accommodation needs in the sector.

Regeneration work also involved close liaison with Voluntary Action's organisational development support programme, especially on the implementation of training for local groups.

The period also saw the completion of a hot-desking facility in Leytonstone, which allowed organisations who work from home to use a room as a small meeting room or post office address or to use a computer free of charge.

## Waltham Forest People First (Formerly the Focus Group)



Mark West

The Focus Group (FG) started seven years ago as a self advocacy group for people with learning disabilities and remains the only user-led learning disability self advocacy group in the borough. Monthly open meetings are held, with a mailing list of over 50 members.

In 2003-04 after some joint work with the Learning Disability Partnership Board (LDPB), which drives the joint delivery of learning disability services in the borough, and Waltham Forest Mencap, funding for a Learning Disability Service User Inclusion worker was agreed. This post will co-ordinate and support service user representation on the LDPB and other groups previously supported by the FG and the Service User Involvement Project.

The FG has been instrumental in the standardisation of how the LDPB presents information and conducts meetings. An example of this has been a new LDPB meetings 'format' and the publication "Housing Information For You", aimed at learning disability people. Its tone and style is now standard in communications used with people with a learning disability.



Adele Hudson

FG worked closely with other People First organisations and members felt that it was time to recognise the progress that we have made as a group. In 2003-04, The Focus Group looked at becoming a recognised People First organisation. FG members have been attending more meetings as service user representatives to a point of over riding the original purpose of the group and so members decided they wanted to make some changes. The Focus Group is now officially known as Waltham Forest People First, in recognition of our unique status within the borough.

## Service User Involvement Project

The project has achieved the original targets that were set out for the first 3 years, which included; producing a Service User Strategy, supporting service user representation at statutory meetings and working with partner agencies to establish systems and structures that promote involvement and inclusion in mainstream services.



Sarah Yiannollou

The Service User Forum continued to meet the 3rd Wednesday of every month at the Alpha Business Centre. This provided an opportunity to raise issues and share information such as; concerns about Electronic Patients Records; the Joint Review of Social Services; the Mental Health Directory; prescription charges; Service User Involvement Strategy/Charter; local Patient Advisory Liaison Services; Hearing Voices Network; Patients' Panels, Assessment & Treatment service consultation; Mental Health Day services review; Service User consultation days; SUTRA, training opportunities; day service issues and policy development in local health and social services. Guest speakers included: Rita Patel – Waltham Forest Primary Care Trust 'Synchronisation of prescriptions', Tim Deignan – Research 'Disability & Learning in North London', Sylvia MacFarlene – North East London Advocacy, Lorraine Hart – Expert Patient Programme, Ola Kanu – Community Health Project, Issues are addressed collectively and action is agreed in order to improve peoples' experience of using health and social services.



Dianne Hackney

The Service User Involvement Strategy was put through a final consultation period and after five years of perseverance the document was recognised by the local authority. Community Services senior management re-engaged with the Service User Involvement Project and a Project Group and Plan was established to develop the document into a local charter. The Service User Involvement Charter will be a multi-agency document that Waltham Forest Community Services, Whipps Cross University Hospital Trust, Waltham Forest Primary Care Trust and North East London Mental Health Trust sign up to. The project also embarked on a service user-led review of Older Persons Sheltered Housing services in Waltham Forest, which covered six provider organisations and nineteen sheltered housing schemes. Yvonne Toms the Supporting People Manager intends to roll this model of service user led evaluation out across all Supporting People services.

The project had part time workers on a short term contract to support work within Mental Health and Learning Disability services. They assisted with direct support for service user representatives and facilitation of service user groups. This work also contributed to the 'exit strategy' which will take the project through to March 2005. SUTRA became an independent organisation in September 2002 and continued to grow and develop throughout 2003 and into 2004. Much of the previous work of the Service User Involvement Project will be sustained through SUTRA and will be truly 'user led'.

## SUTRA



Jo Pyatt

SUTRA, as a co-operative Company Limited by Guarantee, was launched in August 2002. It was recognised that the organisation was not in a position to afford its own premises and equipment so these (and some staff time for support from the Service User Involvement Project) were kindly arranged by Voluntary Action Waltham Forest on the basis that 10% of contract income from SUTRA would go towards paying for these services.

2003 and 2004 has seen work come in largely by recommendation and significant pieces of work delivered have included: Welfare to Work workshops for Social Services staff in Waltham Forest; Care Programme Approach training for Social Services staff in Tower Hamlets; 'Training as Trainers' programme for service users in the South London & Maudsley NHS Trust; Service User led evaluation of Sheltered Housing for Older People in Waltham Forest.

## Health partnerships

**T**he year has been one of transition, in which old structures have been replaced or reformed and new directions of travel are emerging to tackle historically difficult and long term problems.

Although progress of the Local Strategic Partnership (LSP) had been erratic, by the end of the period new levels of trust and information sharing had helped to put health and well being higher up the agenda. An example was the work Voluntary Action undertook in helping organise an LSP major in June 2003, which included a community evening with food and entertainment followed by a day of workshops and discussion to inform future work plans. The Cancer and Coronary Heart Disease group, led by the Waltham Forest Primary Care Trust (WFPCT), was an initiative which grew out of this.



Geoff Thorington-Hassell

The recovery plans and new strategies which followed a number of critical reports on local Social Services created new opportunities for Voluntary and Community Sector involvement. Government legislation about the integration of health and social care enabled work to start locally between the Council and WFPCT to offer “seamless” care in the borough.

Health partnership activity also included developments in service user led initiatives (see the User Involvement Project and the Focus group/Waltham Forest People First sections in this report). However, changing partnership frameworks made it difficult to formulate a coherent methodology for Voluntary and Community Sector engagement in policy planning. Resolving these obstacles remains a challenge for the year ahead.

The year also saw the abolition of the Community Health Councils and their replacement Patient Forums struggling to meet the expectations placed upon them. However, the WFPCT worked well with the Voluntary and Community Sector to create its Patient and Public Involvement Strategy.

The forthcoming WFPCT Public Health report will provide evidence of the nature and location of need in the borough, and voluntary sector partnership will be required to help to address this. Although changes to the Council’s funding process has created uncertainty, government support for commissioning from the third sector by health and social care statutory providers potentially offers many new opportunities. It will be a challenge to ensure that voluntary and community groups, particularly small and BME groups, are fully enabled to benefit from these.

### HEALTH ACTIVIST TRAINING

**T**he Community Health Activist Training (CHAT) programme allows people who are concerned about improving the health and well being of their local community to become informed and motivated to create change.

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for commissioning  
from the third sector  
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CHAT came out of a partnership including Waltham Forest College and Voluntary Action. The 14 week course is accredited with the Open College Network and offers a flexible learner centred non-book approach to identifying local health issues. It is funded by the Single Regeneration Budget Five Health Ladders programme.

The programme was first run at Oliver Road Community Centre in Leyton and the Beaumont Centre on the Beaumont Estate. Further funding has been obtained to run the course at venues in Redbridge via Redbridge CVS and again in Waltham Forest in Autumn 2004.

## Waltham Forest Community Empowerment Network (CEN)



Graham Downes

It is difficult to convey how dramatic the change has been in the CEN at all levels including the Board, representatives, staff and members. It amounts to a considerable shift in the culture of the organisation.

The work of the CEN team is defined by the annual Action Plan. Each line within the Action Plan was painstakingly broken down into its component tasks. This enabled the team to be involved in productive work all the time. It is a process we are repeating for the Action Plan 04/05. All of the senior management team within Voluntary Action have been extremely supportive. The CEN staff team worked very hard and we are pleased with all the achievements listed below: Memorandum of Agreement – Voluntary Action/CEN; CEN Constitution; The process worked well with good consultation; Draft LSP/CEN Protocols –(LSP –Local Strategic Partnership); Relationship with Community Councils; Speak Up at the LSP Conference and Training - This was a good piece of work, well planned and well responded to; The comprehensive knowledge/information management system; Membership of 250; Communication and Outreach Strategies; Initiating work with marginalised communities; Action Plan Advisory Group (APAG) formed, meets, works well; Universal improvement of the CEN’s reputation; The Directory of sector organisations; Quarterly newsletter; Information leaflet; Electoral Reform conducted our election process for LSP thematic reps and Board; Draft Action Plan 04/05 and budget; Developments in hotdesking; Practical administrative communication with the local authority secretariat has improved which in turn has greatly improved our efficiency and ability to engage; The Performance Management Framework



Marietta Campbell

To highlight a few of the main points:

- the process of producing the draft LSP/CEN Protocols was full of broken arrangements and postponements. Eventually it precipitated a crisis in as much as we did not have an agreed Protocol at the point of needing to proceed with our elections. This feels way in the past now and far better communication mechanisms are now in place at all levels.
- there has been a necessity to produce several policy documents and strategies which are part of the progress made but they have eroded the Coordinator’s ability to undertake the outreach ambassadorial role. Notwithstanding we have significantly expanded the membership.
- we have produced structured organisational procedures which have helped to make the organisation and its processes much more transparent and efficient.

The CEN, in just a few months, was able to transform its reputation with the local authority, the LSP and Government Office for London. It was said that the CEN team had achieved twelve months work in five.



Kenneth Titmuss

We have produced structured organisational procedures which have helped to make the organisation and its processes much more transparent and efficient.



Barbara Bishop

## BME Alliance

The BME Network Development Worker has been working hard to set up the Black and Minority Ethnic Alliance. Over the past year, with the active involvement of the Alliance's members, he has been able to establish a Constitution, Standing Orders, a Business Plan and an organisational management manual.



Adeyemi Hinds

Involvement by members in training sessions and seminars and two Away Days has led to another milestone being reached, with the move from an interim committee to a fully elected Management Committee.

Alliance members have now been involved in numerous committees and thematic groups including the Local Strategic Partnership, The Primary Care Trust and The Community Empowerment Network.

Partnership working with the Council for Ethnic Minority Voluntary Organisation's Capacity Building Programme and with the Voluntary Action Management and Capacity Building teams has proved very successful in terms of team work and the reduction of duplication. The project has become truly independent as it has now moved into its own offices and is seeking to make a number of funding bids to sustain its momentum.



## CEMVO – Capacity Building

Voluntary Action is pleased to have worked with Aymero Gebremeskel as the CEMVO officer within our team. His work was to target BME community groups and offer them a quality service which will increase their ability to manage their group's activities.



Aymero Gebremeskel

Over the last year he has been involved with around 20 community groups, assisting them with either putting together a business plan, drafting their constitution, or meeting fundraising targets. The project recently relocated to the offices of the BME Alliance creating a real synergy of purpose, and a good strategic link up with two BME focused groups.

The project recently relocated to the offices of the BME Alliance creating a real synergy of purpose

## Draft Executive Report 2003 to 2004

The year saw the consolidation of many programmes initiated in previous years. The Community Empowerment Network (CEN), after a difficult initial six months, recovered strongly in the final half year with new staff, work plans and procedures. The charity obtained funding for a regeneration worker to develop regeneration initiatives for the voluntary and community sector in Waltham Forest and sub regionally.

The charity continued to support the work of the Black and Minority Ethnic Alliance (BMEA) to become an independent organisation, which happened in September 2003. Funding resources and staff support were held by the charity through to March 2004. The charity has also worked to help the learning disability user-led Focus Group to become an independent People First self advocacy group.

The charity continues to work closely with the independent social enterprise the Service User Training Research Association (SUTRA). This grew out of work around user involvement, and during the year the charity commissioned SUTRA from fee based work it has obtained to act as a provider. The charity continues to provide management and development support until SUTRA becomes independent in 2005. SUTRA took over its own financial management in December 2003.

The charity developed a number of training programmes in the year, particularly with Waltham Forest College in establishing a Community Credit Framework. This provides accredited training specific to voluntary and community sector needs. Funding was obtained for an accredited Health Activist training programme for Waltham Forest, to extend to Redbridge in 2004 to 2005, when the funding will pass to Redbridge Council for Voluntary Services. Further work was undertaken on the Training as Trainers programme for service users.

The User Involvement Project developed fees-based work evaluating services, including a major project using service users to evaluate older people's sheltered housing, involving nine housing providers.

Communication and information services to voluntary and community groups were strengthened by the launch of the charity's web site at [www.voluntary-action-wf.org.uk](http://www.voluntary-action-wf.org.uk). Funds were obtained to enable work on on-line searchable databases of voluntary and community groups across several London boroughs, and a database providing listings of accommodation providers in Waltham Forest. Both databases are due to be launched, along with extended library resources, in early 2005. Work on a directory of the voluntary and community sector in Waltham Forest has been completed as part of the CEN work.

The charity is in the second year of its three year contract with the Waltham Forest Primary Care Trust (WFPCT), the local successor body to the Redbridge and Waltham Forest Health Authority. This funding continues to provide a key element of the charity's work by funding five posts around capacity building, communications and information, patient and public involvement and partnership working.

The charity recruited a new director in April 2003, enabling the development of stronger governance and management systems including contracts and policies. The charity has also derived the benefits of financial and management reforms initiated in the previous year.

**Funding from WFPCT continues to provide a key element of the charity's work by funding five posts around capacity building, communications and information, patient and public involvement and partnership working**

## Statement of Financial Activities

Year to 31 March 2004

	Total 2004 £	Total 2003 £
<b>Income and expenditure</b>		
<b>Incoming resources</b>		
Incoming resources from activities in furtherance of the charity's objectives		
Grants and specific funding receivable	559,708	617,441
Membership subscriptions and fees receivable	18,669	27,844
Bank interest receivable	295	258
Miscellaneous income	2,387	3,306
<b>Total incoming resources</b>	<b>581,059</b>	<b>648,849</b>
<b>Resources expended</b>		
Cost of activities in furtherance of the charity's objectives		
Promoting effective community and voluntary sector activity in the London Borough of Waltham Forest	530,884	610,336
Management and administration of the charity	5,298	8,428
<b>Total resources expended</b>	<b>536,182</b>	<b>618,764</b>
<b>Net movement in funds</b>	<b>44,877</b>	<b>30,085</b>
<b>Balances brought forward at 1 April 2003</b>	<b>105,856</b>	<b>75,771</b>
<b>Balances carried forward at 31 March 2004</b>	<b>150,733</b>	<b>105,856</b>

1 London Borough of Waltham Forest

2 Values into Action

3 Assoc Local Gov

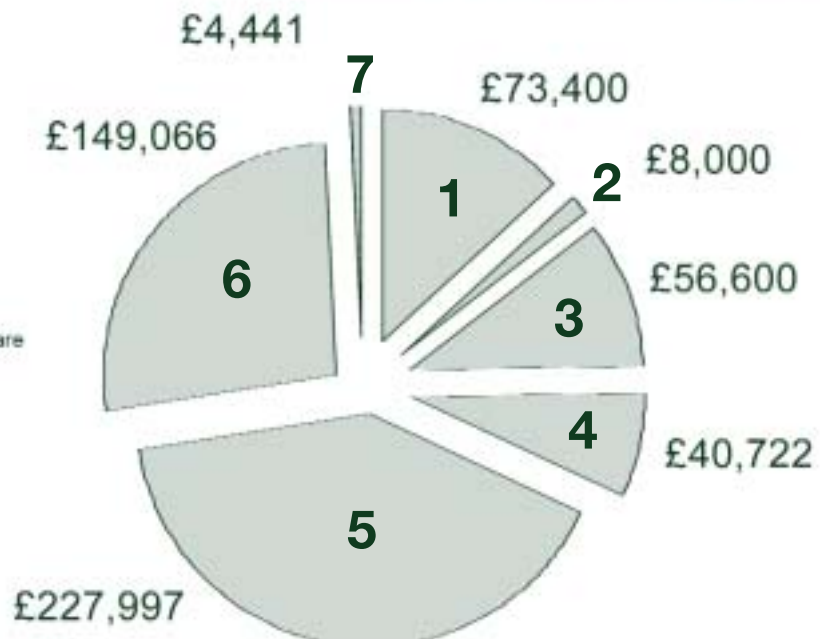
4 Single Regen Budget

5 Waltham Forest Primary Care Trust Partnership Fund

6 CEF/NRU

7 SUTRA

### Summary of Restricted Funds income by source of funder



**Balance Sheet**

31 March 2004

	Notes	2004 £	2004 £	2003 £	2003 £
<b>Fixed assets</b>					
Tangible assets			8,433		9,155
<b>Current assets</b>					
Debtors		82,556		23,791	
Cash at bank and in hand		94,592		106,904	
		<u>177,148</u>		<u>130,695</u>	
Creditors: amounts falling due within one year		34,848		33,994	
<b>Net current assets</b>			<u>142,300</u>		<u>96,701</u>
<b>Total net assets</b>			<u>150,733</u>		<u>105,856</u>
<b>Represented by:</b>					
<b>Funds and reserves</b>					
Restricted funds			97,564		77,961
Designated Funds			23,158		-
General funds (i.e core funds)			30,011		27,895
			<u>150,733</u>		<u>105,856</u>



**Staff** **Ajamu Mutumwa**  
Chief Executive Officer (f/t)

**Geoff Thorington-Hassell**  
Deputy Director/Partnership  
Liaison Manager (f/t )

**Barbara Bishop**  
Administrator (f/t)

**Enrique Saenz-de-Sicilia**  
Community Information Manager  
(f/t)

**Sarah Yiannoullou and Diane Hackney**  
User Involvement Development  
Workers (p/t)

**Luisa Squatriti/Juliette Chatterton/  
Tracey Dyer**  
Organisational Development  
Workers (p/t)

**Mark West**  
People First Waltham Forest  
(formerly Focus Group)  
Development Worker (p/t)

**Adele Hudson**  
People First Waltham Forest  
Support Worker (p/t)

**Jo Pyatt**  
Service Users Training and  
Research Association Co-  
ordinator (p/t)

**Graham Downes**  
Community Empowerment  
Worker (CEN) Co-ordinator (f/t)

**Marietta Campbell and Kenneth Titmuss**  
CEN Information Workers (p/t)

**Sidney Milambo**  
Accountancy Support Worker (p/t)

**Rachael McGill**  
Information/Admin Asstant (p/t)

**Aymero Gebremeskel**  
CEMVO's Capacity Building  
Officer (f/t)

**Adeyemi Hinds**  
BME Co-ordinator (p/t)

**William Appiah**  
North East London Network Co-  
ordinator (f/t)

**Pat Howie**  
Regeneration Wworker (p/t)

## VOLUNTEERS

We would like to take this opportunity to thank our regular team of volunteers working across the various Voluntary Action projects and activities.

**Anthony Mitchell**

**Kay Winn-Cannon**

**John Bedding**

**Collette Curran**

**Lucy Espinoza**

We are equally appreciative of the contributions made by:

**Anthony Howell**

**Adele Hudson**

**Pam Timbs**

**Peter Rodwell**

**Sharon Lobban**

**Olayide Bankole**

**Peter Thompson**



Kay Winn-Cannon



John Bedding



Collette Curran



Lucy Espinoza



Anthony Mitchell



Waltham Forest Primary Care Trust



London Borough of Waltham Forest



Neighbourhood  
Renewal Unit

Neighbourhood Renewal Unit



Bridge House Estates Trust Fund



Association of London Government



Single Regeneration Budget –Health Ladders



Department of Health

**B**elow is a list of membership (at the time of writing). If you require further information about the Central Services Team and the work of Voluntary Action details are included at the back of this report:

21st Century Chill Out Zone  
 Africa Foundation Stone  
 African & Afro Caribbean Support Network  
 African Caribbean Disablement Association  
 African Childrens Club  
 African Heritage and Welfare Trust  
 African Vision  
 Africare Training and Employment Project  
 Africentric Education Institute  
 Afro Caribbean Elders Assoc.  
 Age Concern Waltham Forest  
 Age Concern Waltham Forest  
 Agricongo 2000  
 All Saints Pre School  
 Alzheimer's Society of Waltham Forest  
 Amoot  
 Anansi Storytelling Project  
 Anatolian Centre  
 Angolan Refugee Project  
 Apt Arts  
 Arabic Speaking Women's Association  
 Arts Council Waltham Forest  
 Ashiana Project  
 Asia Link Network  
 Asian Family Services  
 Asian Mothers Group Waltham Forest  
 Bangladeshi Womens Society  
 Basantu Outreach Project  
 Berkely Farm and Enterprises  
 Black Business Association  
 Black People Mental Health Association  
 Boundary Road Asian Women's Centre  
 Brentwood Catholic Children's Society  
 BTCV  
 Building Bridges  
 Bushwood Christian Centre  
 Busy Bees Pre-School  
 CAB Walthamstow  
 Cann Hall TRA  
 Canopy Care & Support Services Ltd  
 Centre Evangelique Amour de Dieu (CEAD)  
 Centre International Des Compassions "Les Bontes De L'Eterne"  
 Chakwal (Pakistan) Welfare Association  
 Childminding Network  
 Childrens Cultural and Educational Group  
 Chingford Bengali Community Trust  
 Choices Crisis Pregnancy Counselling  
 City Mission Children's Mass Choir  
 Civic Society Waltham Forest  
 Climbers Kids Club  
 Community Transport Waltham Forest  
 Creche & Crew  
 CREST Waltham Forest  
 Crossroads Care Attendant Scheme(Waltham Forest)  
 DIAL Waltham Forest  
 Disability Action Waltham Forest  
 Dolly's PALACE  
 Dyspraxia Foundation North London Support Group  
 East London Harmony  
 East London Out Project  
 East London Rastafarian Information and Community Services  
 Echo of Africa  
 Ellingham Employment Services  
 Equalities  
 Esan Support Association  
 Estate of the Arts  
 Ethiopian Families Group (EFG)  
 Eton Manor Cricket Club  
 Expressions Vocal & Music Technology  
 Family Service Unit-Waltham Forest  
 Football 4 All  
 Footprints UK  
 Forest Recycling Project  
 Forest YMCA  
 Free For All  
 Fresh Start  
 Ghana Welfare Association  
 Gillian Miller  
 Graces and Joy Specialist Service for Black People  
 Hamara Family Group - Barnardos  
 Higham Hill Neighbourhood Creche  
 Hollycats Community Development Asso.  
 Holy Church of Truth & Salvation  
 Home Energy Efficiency Training  
 Homestart Waltham Forest  
 Hope Initiatives  
 Hornbeam Environmental Centre  
 Hurting Family  
 Jubilee Play & Learn  
 Karibu East African Project  
 KJ Academy  
 Krishna Yoga Mandir  
 La Leche League  
 Ladders Young Performers & Writers Club  
 Latch Key Club and Learning Through Play  
 Latin American Support Group  
 Lee Valley Junior Ice Hockey Club  
 Leyton and Lea Bridge Childcare Association  
 Leyton Orient Community Sports Programme  
 Leytonstone Supplementary School  
 Lisalisi Project  
 Lloyd Park Under Fives Centre  
 London North East Community Foundation





Low Hall Farm Pump House  
 Marian Mission for the Poor  
 Mauritian Islamic Welfare Assoc  
 Melchisedec African Caribbean  
     Emancipation Awareness Program  
 MIND in Waltham Forest  
 Mosaic Missions  
 MRC Le Chandelier  
 MS Action  
 Multi Cultural Asian Society  
 Multicultural Community Co-operative  
 Music Arts and Culture  
 Muslim Women's Welfare Association  
 Mutual Grace Centre  
 National Childbirth Trust  
 New Citizens Voice  
 New Lamas Lands Defence Committee  
 New Testament Assembly Community  
     Project  
 Newham United Tamil Association  
 Nexus Supplementary School  
 Nigerian Community in the London  
     Borough of Waltham Forest  
 North Chingford Toy Library  
 North East London Advocacy  
 Nth & Sth Chingford Pensioners  
 Older Persons Forum  
 One North East London  
 OpenTEC  
 O-Regen  
 Orient Regeneration Group  
 Outward Housing  
 Pakistan Forum  
 Pakistani Girls Society  
 Phoenix Counselling Service  
 Pre-School Learning Alliance  
 Psychiatric System Survivors Together  
 Qalb Centre  
 Quaker Social Action  
 Refugee Advice Centre  
 Restore Hope Association  
 Roshni Group  
 Samaritans of Waltham Forest  
 Save our Next Generation  
 Shopmobility Waltham Forest  
 Shqiponja Albanian Community  
     Association  
 Sikh Community Care Project  
 Somali Bravanese Women's Organisation  
 Somali Refugee Voluntary Repatriation  
     Service  
 Tamil Refugee Training & Education  
     Centre  
 The Amir Khusro Society  
 The Limes Community & Childrens  
     Centre  
 The Lydiard Group  
 The Seniors  
 Together Young Persons Centre  
 Toy Library - Waltham Forest  
 Turkish Association - Waltham Forest  
 UK Community Network  
 Union of Asian Muslim Mothers  
 Victim Support Waltham Forest  
 Volunteer Reading Help  
 WALFAIR  
 Walk in Love Foundation  
 Waltham Forest Arts in Education  
     Network  
 Waltham Forest Asian Blind Association  
 Waltham Forest Carers Association  
 Waltham Forest Churches Night Shelter  
     Ltd  
 Waltham Forest Dyslexia Association  
 Waltham Forest Fairtrade Campaign  
     Group  
 Waltham Forest LETS  
 Waltham Forest Mencap  
 Waltham Forest Oral History Workshop  
 Waltham Forest Pyramid Scheme  
 Waltham Forest Somali Bravanese  
     Action Group  
 Waltham Forest Somali Welfare  
     Association  
 Waltham Forest Volunteer Centre  
 Walthamstow Community Cricket  
     Academy  
 Walthamstow Creche  
 Walthamstow Home School Support  
     Project  
 Walthamstow Village Festival  
 Wesleyan Day Care Centre  
 WF Bilingual Group  
 WF Community Credit Union  
 Wholeworks Training Collective  
 William Morris Community Centre  
 William Morris Day Care Centre  
 Winns Terrace Residents Action Group  
 Women's Resource Centre  
 Wood Street Drop In Centre  
 Woodcraft Folk  
 Worth Unlimited  
 Young People's Housing Project



