

ANNUAL REPORT 2014 - 2015

117 voluntary and community groups given one to one support

279 one to one support sessions

50 new members this year. A total of 323 members and 198 partners

2000 unique visitors to our website monthly

23 training courses run with 213 participants

88 email bulletins sent to 650 people including the new monthly funding focus

Volunteer Co-ordinator and Fundraiser Networks launched



held or had a presence at 47 events with 1310 participants

117 meetings held with Business / Statutory partners. Regular attendance at 12 local partnerships

VAAC Twitter followers 569
Volunteer Now! 540
SkillShare 442
139 Facebook likes for Volunteer Now!

636 volunteers recruited
390 active volunteering opportunities of which 136 are new this year

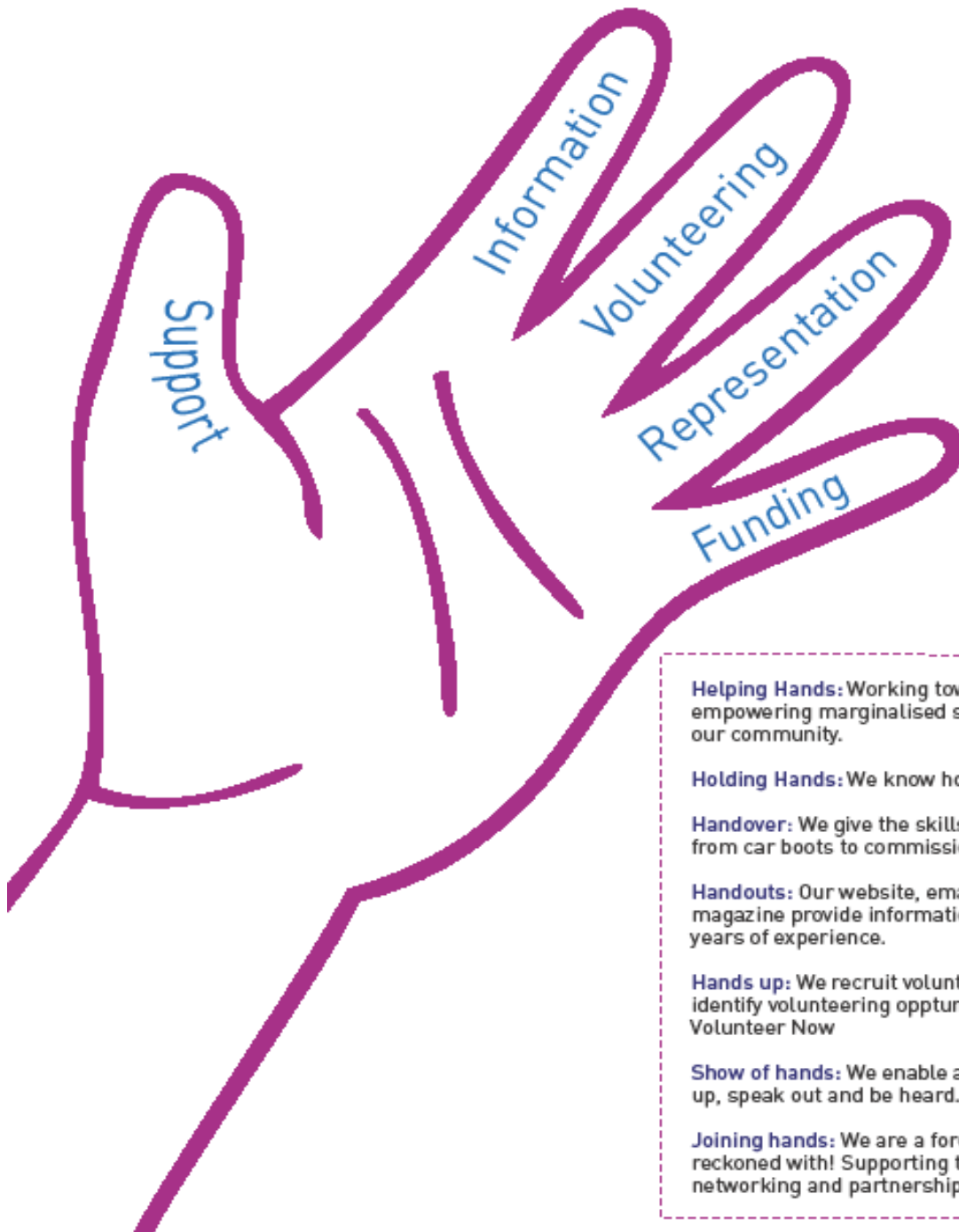
700 newsletters sent out

If each volunteer recruited by VAAC this year did an average of 2 hours/week we estimate their worth as £429,936

17 organisations gave feedback that VAAC support helped them raise £647,932 this year



Voluntary Action Arun & Chichester



Helping Hands: Working towards empowering marginalised sections of our community.

Holding Hands: We know how to help.

Handover: We give the skills to fundraise, from car boots to commissioning.

Handouts: Our website, emails and magazine provide information based on years of experience.

Hands up: We recruit volunteers, and identify volunteering opportunities - see Volunteer Now

Show of hands: We enable all to stand up, speak out and be heard.

Joining hands: We are a force to be reckoned with! Supporting through networking and partnership.

OUR MISSION STATEMENT

With thanks to our funders in 2014-2015:

Chichester District Council, Arun District Council,
West Sussex County Council, Chichester in Partnership,
Arun Wellbeing Team, Arun & Chichester Community Cohesion Group,
Safer Arun Partnership, No Second Night Out Fund,
Littlehampton Town Council, Chichester City Council, Sussex Police,
The Big Lottery Building Opportunities Fund

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VAAC BOARD & VOLUNTEERS 2014 / 2015

**THANK YOU TO ALL THE VOLUNTEERS AND TRUSTEES FOR
THEIR HARD WORK THIS YEAR**

PRESIDENT

MARION WILDER

BOARD

TONY SNELLER (Chairman)

JOYCE ADAMS (Vice Chairman) - (retired 4/1/15)

CHRIS DAWE (Treasurer)

ALISON NICHOLLS (resigned August 2014)

MIRANDA CORMELL

JOOLS CHAFFER (resigned 10/11/14)

JACQUI THOMAS (resigned 18/8/14)

SARAH HOPKINS (co-opted 5/11/14)

MARJORIE GRAHAM (co-opted 5/11/14)

CLARE DE BATHE (co-opted 5/11/14)

DAVID RIBBENS (co-opted 5/11/14)

TOM GERSON (resigned 6/3/15)

OBSERVERS / ADVISORS

CHLOE WILLIAMS / DAVID HYLAND (Chichester District Council)

ROBIN WICKHAM (Arun District Council)

DENISE NORTH / TRACEY LIGHT (West Sussex County Council)

ROSIE PARFITT (Littlehampton Town Council)

VAAC VOLUNTEERS

Volunteer Now - DAVID FIELD, CHIPO FOWERAKER

Volunteer Now & Bognor Regis VAAC Office — SUE MUSKETT

Bognor Regis VAAC Office—MARINA HICKS

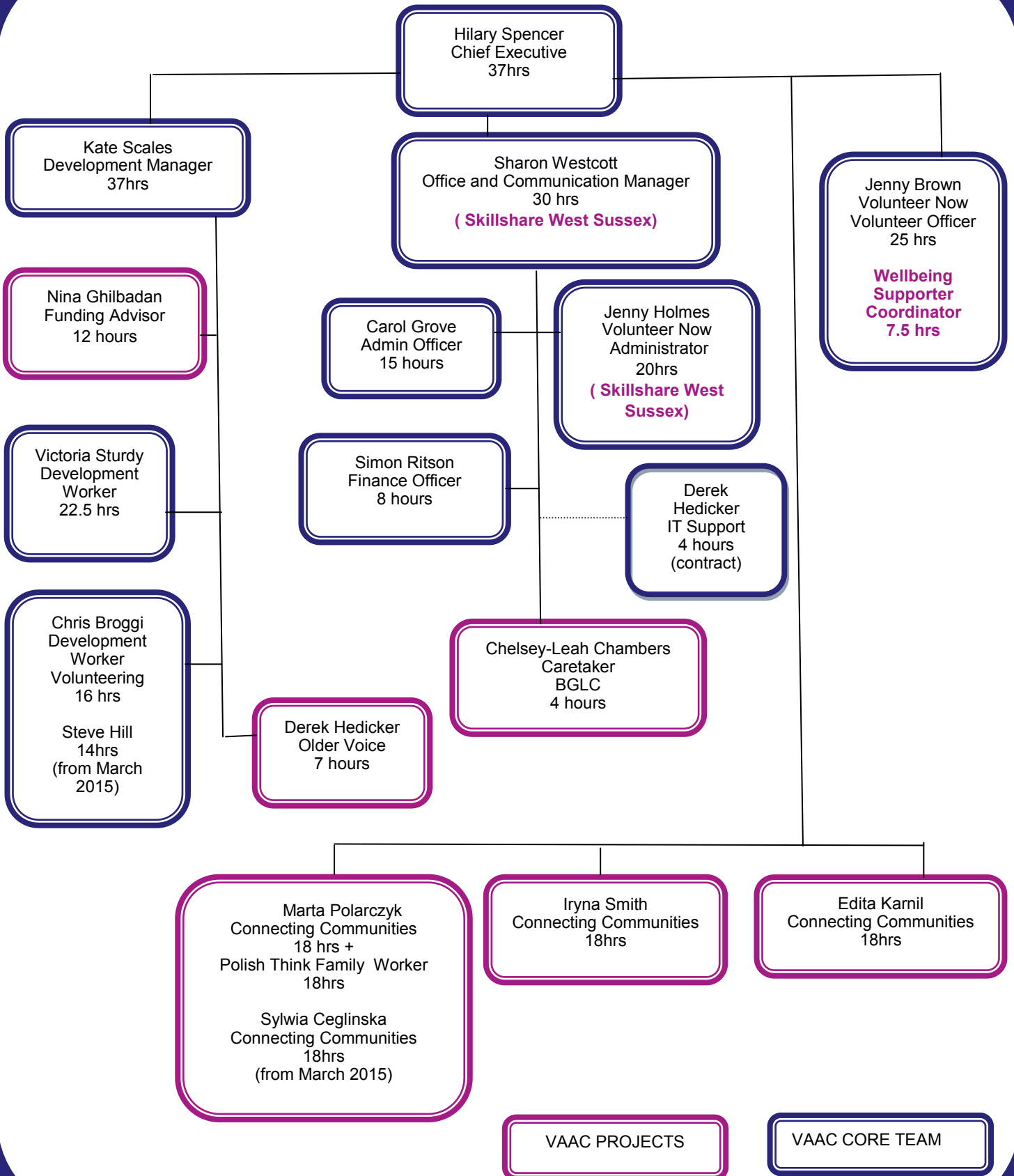
Fundraising Hub - KEZ BRIDGER, CLARKE WILSON

**Wellbeing Supporters - GILLIAN ARCHER, LIZA LIM, DAVID HOWLEY,
JENNY HOLMES, CATHERINE WESTERN,
KALLY FERRETT, SAM BOTTWOOD**

VAAC INTERN - EMILY PYLE (JUNE - AUGUST 2014)

VAAC STAFF CHART

MARCH 2015



CHAIRMAN'S REPORT

TONY SNELLER



It is with great pride, but also with a sense of humility, that I look at the front cover of this report and see some of the numbers that speak of VAAC's achievements over the last year. They are impressive indeed. To be a relatively small part of such a great team is a real privilege - and all this is achieved by the equivalent of 6 full-time staff. So, on behalf of the trustees, I will start by thanking them for the hard work, commitment and enthusiasm that they show in achieving our objectives. Hilary has often said that the current staff team is the best she has worked with and a member of staff who recently had to leave us expressed similar sentiments. I am sure that this is a large part of the secret of our success.

Hilary has outlined many of the changes that have taken place in the last year to the way we work and deliver our service. We have now completed our third year as VAAC and we believe that this has been a time of consolidation and growth as a team. We do, however, constantly review our activities and services and reflect on our effectiveness and we have begun the process of reviewing our business plan. Working towards the PQASSO quality mark is a valuable part of the process of reflecting on issues of management and governance. We are grateful to Sharon Westcott for leading on this. As an organisation that spends much of our time advising other organisations how to run their affairs, it is a salutatory lesson to look in the mirror and examine ourselves. We hope that this process will make us sharper and leaner - but hopefully not meaner !

We are grateful to our funders and stakeholders who continue to support what we do and share our aims and objectives. The review of our Service Funding Agreements reaffirmed their support and we are hopeful for the future.

One of the dilemmas we face is the question of capacity. At this time, when more is being expected of the voluntary sector, we have to be careful we do not overextend ourselves as we seek to meet the increasing needs and demands, and expand the support we give to fill the gaps. We are finding an increasing number of youth groups, and those working with early years, are seeking our advice and, along with our sister organisations across the county, we are discussing with WSCC how we can be equipped to better support them in the future.

We are sorry to have lost several much appreciated trustees during the year: Alison Nicholls and Jacqui Thomas in August, Jools Chaffer in November and Tom Gershon in March. We have, however, been pleased to welcome Sarah Hopkins, Marjorie Graham and Clare de Bathe - and to welcome back David Ribbens after a short break.

In this time of austerity and cuts we do not know what lies ahead, but we believe that we are on a firm footing to face the future. So thanks again to the staff team - and of course our volunteers - for working hard to achieve this. I am also thankful to my fellow trustees for their support and for the hard work and commitment they show to VAAC - they are a great team. Lastly I would like to pay tribute yet again to Hilary for her leadership and commitment over the last year. It has been a pleasure working with her and I look forward to continuing to work together over the coming year for the good of our members and the communities in Arun and Chichester.

CHIEF EXECUTIVE'S REPORT

HILARY SPENCER

Looking at our achievements in 2014/15 it is difficult to decide which make us most proud. The Development team have continued to respond to a wide range of 1-1 support needs from our members and other community groups. The queries have sometimes been complex and needed significant staff time, but the feedback from satisfied 'customers' reassures us that this support is needed and valued.

We always strive to learn both from the work we do and talking to members. This has seen a number of new initiatives launched this year, the Funding Advisor, Fundraiser Network and Funding Focus newsletters offer a suite of more sustainable services in place of the Fundraiser Hub. The Volunteer Coordinators network is proving popular and focused on issues of shared interest and concern and the neighbourhood networking events in Littlehampton and Midhurst brought us closer to local groups and introduced many to each other.

Internally we have been working towards our PQASSO accreditation - in some ways this causes us to ask the questions we often hear from groups, why do we need this? Is it proportionate / useful to our work? The process has really made us think and we finish the year in a better place because of it.

The ESF-awareness project gave us a chance to link up with CVS organisations outside West Sussex and encourage organisations across the Local Enterprise Partnership (Coast to Capital) area to consider European Funding. Something that without the Big Lottery's Building Opportunities Fund initiative would have been beyond the reach of most local groups. We hope come June when the calls for projects begin to emerge that local Voluntary/Community sector partnerships will come together to take advantage of this for the benefit of their communities.

A challenge we are often asked to address by all our stakeholders is to increase our profile so that more people can benefit from our services. This year, with over 1,000 people attending events that we either ran or played a significant part in running we are confident that we are moving in the right direction. We hope to build on the existing regular input to the Observer series newspapers and reinforce our links with the Parishes. We will also continue our 'Cake & VAAC' initiatives meeting with staff teams from various statutory agencies to introduce our staff and their roles, whilst promoting the value of the wider Voluntary & Community sector.

Looking forward we are reviewing our Strategic Business plan and hope you will have helped us by completing the survey, which asks you to rate our current priorities in terms of their importance (or add some new ones) - and/or taking part in the focus groups

By March 2016 we intend to ensure that our organisational priorities are those that best meet our members needs and that we have the best staff structure in place to do this.

Our staff team has achieved amazing things this year and I hope they all understand how important they are to our success as an organisation. It is their work that brings the credibility and trust that we rely on to build our reputation with members, partners and the wider community.

Thanks as always to our Trustees, both those new to us and those that have now moved on. They rarely receive credit for their support but without their interest and expertise we would not have the secure base from which we thrive.

We must also acknowledge the importance of our core funders and particularly the officers from Arun & Chichester Districts Councils and West Sussex who support and advise us both strategically and operationally.



VAAC STRATEGIC BUSINESS PLAN 2013 TO 2015

The aims included within the VAAC strategic business plan were developed as a result of consultation with a wide range of stakeholders. The aims continue to encapsulate the requirements established within the existing service level agreements with the District Councils, West Sussex County Council and are reflected in all our bids for core funding. VAAC will be reviewing these priorities with stakeholders in 2015/16.

Aims

1. To ensure vibrant and sustainable voluntary and community organisations:

- a. To assist the development of locally led voluntary and community organisations, especially in local neighbourhood improvement and rural areas.
- b. To ensure that voluntary and community organisations in Arun and Chichester have the advice and support that they need to run a high quality organisation.
- c. To better equip Arun and Chichester voluntary and community organisations, in a challenging economic environment, to access all funding and income generation opportunities.
- d. To develop new services meeting the needs of local people.

Key achievements delivered through the Development Team

	TOTAL	Arun Based Orgs	Chi Based Orgs	Orgs Cover Both
Total Number of Groups Supported 1:1	117	52	41	24
Support sessions (meetings or follow up)	279	136	86	57
Support sessions for orgs working in LNIA	102	102		
Support sessions for orgs working in rural	59	7	49	3
Total Number of Hours of 1:1 support	512			

BREAKDOWN OF TYPE OF SUPPORT BY SESSION TOPIC	No. of Sessions	%
Accommodation	3	1
Committee Support	4	1
Crisis Resolution	1	0
Finance	3	1
Funding	115	41
Governance	34	12
HR	11	4
Marketing and Communications	12	4
Monitoring and Evaluation	2	1
Partnership	11	4
Policies and Procedures	12	4
Project Development	9	3
Start Up	40	14
Strategy and Planning	2	1
Training	8	3
Volunteering	12	4

As a result of support from the Development team directly relating to making funding bids either via 1-1s, funding searches or the Funding Network 23 organisations reported submitting bids to the total value of £ 1,646,514

Of these 17 organisations were successful achieving £ 647,932 and £ 81,601 bids remain pending.

A further 7 organisations received support and are yet to make any funding applications but will be doing so in the near future.

We are awaiting feedback from a further 15 organisations

VAAC STRATEGIC BUSINESS PLAN 2013 TO 2015

VAAC delivered (either directly or through facilitation) the following training in support of our organisational aims and the needs of our members.

Training	Date	Attendees
Simple Project Planning and Budgeting	10/4/14	12
Simple tools to measure your impact	8/5/14	13
Managing Volunteers	12/6/14	16
Simple Marketing Tools	10/7/14	8
Health & Safety and Risk Management	11/9/14	10
City & Guilds Community Development Qualification 6 days	March - June 2014	11 (+3 occasional)
Webwise	1/10/14	11
Data Protection	8/10/14	17
Funding Fair	22/10/14	115
Early Years Conference (What makes a good funding application)	15/11/14	18
(Committee Support)		12
	Total attendees	243

2. Community engagement and action:

- To broaden and expand the pool of volunteers from which local voluntary and community organisations are able to draw.
- To encourage and enable voluntary and community organisations to make the most of volunteer activity.

Key achievements

Delivered through Volunteer NOW!

Volunteering Stats		Arun	Chichester	Both
Organisations registered as at 31/3/2014	356			
Organisations added in 2014/15	41	13	14	13
Active opportunities as at 31st March 2014	390			
Opportunities added in 2014/15	136	62	54	20
Volunteer referrals 2014/15	636*	300	204	81
Monetary value of volunteer recruited (based on 2hrs/week @ £6.70)	£443,164	£209,040	£142,147	£56441

* Our access to some of the statistics was compromised in 2014 with the introduction of a new version of Do-it! the national website where vacancies are posted. Changes have meant that postcodes of volunteers are no longer recorded, and we are currently unable to access some other data. Our continued use of this website is under review.

VAAC TRANSITIONAL BUSINESS PLAN 2013 TO 15

3. Networking, representation and promotion:

- To ensure that our strategic partners understand the needs and unique contribution of the local voluntary and community sector and take them into account in their decision making.
- To support local voluntary organisations to work collaboratively to meet the needs of local residents.
- To raise the profile of the voluntary and community sector so that local residents and decision makers are aware of its role & value within the community.
- To work with all sectors to promote, action and uphold the principles of the West Sussex Compact.

The Office and Communications team take the lead in the delivery of this element of VAAC work, but all staff play a part in both promoting VAAC and its service, and engaging with members and other stakeholders.

Key achievements

Partnerships & Representation

		Arun	Chichester	Both/County
Represented the voluntary and community sector at strategic partnerships	12	7	1	4
Total number of meetings	38	25	3	10

This includes:- Chichester in Partnership, Arun Wellbeing & Health Partnership, Safer Arun Partnership, Arun & Chichester Community Cohesion Group, Arun Think Family Strategic Group, Bersted Think Family Neighbourhood Group, Arun Strategic Housing Partnership, Arun Wellbeing Grants Panel, River Ward Panel Coastal Commissioning Group Public Reference Panel, West Sussex Social Enterprise Network, West Sussex CVS Network.

Papers for the above are posted on our website and highlighted in our e-bulletins

		Arun	Chichester	Both
Partnership Meetings Business / other	75	19	5	51

Examples of these meetings included:-

- the University of Chichester re VAAC brokering internships within the Voluntary Sector
- meetings with funders e.g. the Big Lottery, the Heritage Lottery and Sussex Community Foundation to explore local needs and promote a positive working relationship
- ESF-Awareness partners to support information flow and joint working
- Northbrooke College to explore potential training/learning opportunities and partnerships

Information sharing and promotion

Communications	
Email bulletins sent out 48 weeks of the year to a circulation of	650
E-bulletins including weekly updates, training and funding focus	88
Website unique hits average per month	2000
Newsletters sent out in hard copy six monthly	700
VAAC Twitter Followers	569
Volunteer Now Twitter Followers	540
Skillshare Twitter Followers	440

VAAC STRATEGIC BUSINESS PLAN 2013 TO 2015

NETWORKING / SUPPORT EVENTS	Date	Attendees
East Preston Library Roadshow	04/04/2014	10
BGLC- Introduction to Volunteering Workshop	09/04/2014	5
Arundel Library Roadshow	10/04/2014	12
Littlehampton Library Roadshow	24/04/2014	9
Littlehampton Job Centre - Introduction to Volunteering Workshop	24/04/2014	4
Littlehampton Academy careers event	24/04/2014	19
Angmering Library Roadshow	30/04/2014	15
Ferring Library Roadshow	01/05/2014	18
Bognorphenia	04/05/2014	93
Chichester - Introduction to Volunteering Workshop	07/05/2014	1
Rustington Library Roadshow	08/05/2014	29
Family Mosaic	10/05/2014	12
Midhurst Library Roadshow	12/05/2014	41
Petworth Library Roadshow	16/05/2014	3
Angmering - Introduction to Volunteering Workshop	19/05/2014	2
Chichester College	23/05/2014	12
VAAC Volunteer Coordinators Network	05/06/2014	10
Midhurst - Introduction to Volunteering Workshop	05/06/2014	1
Arundel - Introduction to Volunteering Workshop	16/06/2014	2
VAAC AGM	16/07/2014	41
Freshers Fair - Chichester College	02/09/2014	190
VAAC Littlehampton Neighbourhood Groups	04/09/2014	17
Introduction to Volunteering Workshop (Chichester)	23/09/2014	7
Freshers Fair - Chichester Uni (Chichester Campus)	24/09/2014	175
Freshers Fair - Chichester Uni (Bognor Campus)	25/09/2014	160
Introduction to Volunteering Workshop (Littlehampton)	30/09/2014	7
Parktastic (Arun Wellbeing Event)	21/09/2014	10
Introduction to Volunteering Workshop - Bognor Job Centre	07/10/2014	8
Introduction to Volunteering Workshop - Midhurst Mind group	11/10/2014	11
Highlighting Heritage	14/10/2014	20
VAAC Volunteer Coordinators Network	06/11/2014	35
VAAC Fundraiser Network	11/11/2014	23
Netmums Event	28/11/2014	20
VAAC Midhurst Neighbourhood Groups	04/12/2014	33
VAAC Fundraiser Network	10/12/2014	23
VAAC Fundraiser Network	14/01/2015	22
Introduction to Volunteering Bognor	20/01/2015	7
Introduction to Volunteering Littlehampton	05/02/2015	5
VAAC Fundraiser Network	11/02/2015	19
Introduction to Volunteering Chichester	17/02/2015	9
Employability Fair Littlehampton (Wickbourne Centre)	26/02/2015	30
Library Roadshow Chichester	02/03/2015	25
VAAC Volunteer Coordinators Network	05/03/2015	23
Library Roadshow Bognor	09/03/2015	32
VAAC Fundraiser Network	11/03/2015	15
Library Roadshow Littlehampton	16/03/2015	25
Library Roadshow Midhurst	23/03/2015	20
	Total attendees	1310

VAAC STRATEGIC BUSINESS PLAN 2013 TO 2015

3. Networking, representation and promotion:

NETWORKING / SUPPORT EVENTS

Taken as a whole the split in attendance at events by organisations & individuals comes out as 45% Arun 45% Chichester and 10% Organisations working cross both areas - however this is skewed by the inclusion of the Volunteer Now events which are area specific.

Separating these gives the following:-

VAAC events (without Volunteer Now) attendees 36% Arun 23% Chichester 41% Both
Volunteer Now events 47% Arun 53% Chichester

4. To maximise the potential of the organisation within the context of the current economic environment and VAAC's investment of reserves.

- To ensure that VAAC develops its profile as an organisation and to fulfil the requirements of existing and potential funders. (see pages 10-11)
- For VAAC to be accountable for its use of public, private and other funding and be financially viable. (see VAAC Accounts pages)
- For VAAC to be engaged with and accountable to its member organisations and stakeholders in the development and delivery of its services.
- For VAAC to be an effective and equitable employer.

VAAC provides services to voluntary & community groups, both members and non-members. However members are actively encouraged to help shape the services and their delivery and to play a part in the governance of VAAC through the Board.

Key achievements

VAAC Membership	Total	Arun	Chichester	Both
Members as of 31/3/15	323	95	144	84
New Members	50	26	15	9
Partners as of 31/3/15	198			

Definitions

Member: Voluntary & Community groups that have signed up as members and been approved by VAAC

Partner: Statutory Authorities, Businesses, Parish Councils, National Charities or those not eligible for membership.

In March 2015 VAAC has revised updated its membership database to take account of historical membership where we are no longer in contact with organisations and were unable to establish whether they continue to exist. There is therefore a disparity between the number of members shown in 2013/14 (312) + the new members and our current membership.

VAAC ACCOUNTS

VOLUNTARY ACTION ARUN & CHICHESTER (A Company Limited by Guarantee)

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 March 2015

The trustees present their report together with the council's audited financial statements for the year ended 31st March 2015.

Objects

To provide a focus for voluntary organisations and to facilitate and ease communication between the voluntary and statutory sectors and to encourage action in partnership, striving towards a just society with equal opportunities for all.

Organisation

The council is governed by its board of trustees who set the policy of the charity. The policies are implemented by the trustees. Charity members also take part in the policy making activity of the charity by passing resolutions at the annual general meeting. The Trustee Board consists of elected trustees and appointed trustees. Elected trustees are elected at Annual General Meetings and appointed trustees are appointed at an ordinary meeting of the Trustee Board. The Trustee Board meets at least 4 times a year.

Status and administration

Voluntary Action Arun & Chichester is a registered charity (Charity number: 1113641) and a company limited by guarantee (Company number: 05667986).

The charity is governed by its Memorandum and Articles of Association as issued on incorporation on 6th January 2006 as amended on 3rd November 2011, which is based upon the standard constitution of the National Association for Voluntary & Community Action (NAVCA).

Financial results

The financial statements comply with current statutory requirements, the Statement of Recommended Practice – "Accounting and Reporting by Charities": the Charities SORP 2005, the Financial Reporting Standards for Smaller Entities (effective April 2008) and with the requirements of the Council's governing documents.

The results for the year are set out in the Statement of Financial Activities.

Review of activities, achievements and developments

The charity is dependent on grants for the majority of its income. These grants together with a small amount of investment income and donations have enabled the charity to fund its activities.

Reserves policy

At 31st March 2015, the charity held reserves of £238,614 (2014: £260,606) of which £70,127 (2014: £121,165) were restricted. The unrestricted reserves are to be used to continue the objects of the organisation and to ensure maintenance of the staff structure for the next two years even after the transfer of operations. The trustees aim to maintain sufficient reserves to meet six months operating expenses and the ongoing staff structure. The levels of reserves that are held are to be used to continue the objects of the organisation.

Riskmanagement

The trustees have introduced a formal risk management process to assess business risks and implement risk management strategies. This involved identifying the types of risks the organisation faces, prioritising them in terms of potential impact and likelihood of occurrence and identifying means of mitigating risks. As part of this process the trustees have reviewed the adequacy of the organisation's current internal controls.

The trustees are pleased to report that the charity's internal financial controls, in particular, conform to guidelines issued by the Charity Commission.

VAAC ACCOUNTS

VOLUNTARY ACTION ARUN & CHICHESTER
(A Company Limited by Guarantee)

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 March 2015

Trustee training

New trustees are made familiar with their legal obligations under charity law, the contents of the charity's governing regulations, the committee and decision making process and the recent financial performance of the charity. Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Public benefit

The current activities of the charity are detailed in the annual report. The trustees confirm that they have referred to the guidance contained in the Charity Commission's guidance on public benefit when reviewing the company's aims and objectives and in planning future activities.

Disclosure of information to auditors

So far as each trustee at the date of approval of this report is aware

- There is no relevant audit information of which the company's auditors are unaware and
- The trustees have taken all steps that they ought to have to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Office address

Town Hall
Clarence Road
Bognor Regis
West Sussex. PO21 1LD

Registered office

Town Hall
Clarence Road
Bognor Regis
West Sussex. PO21 1LD

Bankers

Barclays Bank plc
5 East Street
Chichester
West Sussex. PO19 1HH

Independent auditors

Watling & Hirst Limited
Cawley Place
15 Cawley Road
Chichester
West Sussex. PO19 1UZ

VAAC ACCOUNTS

VOLUNTARY ACTION ARUN & CHICHESTER (A Company Limited by Guarantee)

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 March 2015

Trustees

The trustees of the charity, who are also the directors of the charitable company, who served during the year were:

Mr Tony Sneller (Chair)	Mrs Jacqui Thomas (resigned 1st September 2014)
Miss Joyce Adams (resigned 7th January 2015)	Mrs Clare De Bathe (appointed 27th November 2014)
Mr. Chris Dawe	Mrs Maureen Graham (appointed 26th November 2014)
Mrs Alison Nicholls (resigned 24th July 2014)	Mrs Sara Hopkins (appointed 4th December 2014)
Mr Jools Chaffer (resigned 26th November 2014)	Mr David Ribbens (appointed 7th January 2015)
Mrs Nicola (<u>Miranda</u>) Cormell	Mr Tom Gerson (appointed & resigned in year)

None of the trustees has any beneficial interest in the charity. All of the trustees are members of the charity and guarantee to contribute an amount not exceeding £1 in the event of a winding up.

Trustees' responsibilities

The trustees (who are also the directors of the charitable company) are responsible for preparing the Directors' and Trustees' report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).


Company law requires the trustees to prepare financial statements for each financial period which give a true and fair view of the state of the charitable company's affairs and of the incoming resources and application of resources including the income and expenditure of the charitable company for the year. In preparing these financial statements the trustees are required to:-

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities 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 the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operations.

The trustees are responsible for keeping proper accounting records which disclose, with reasonable accuracy at any time, the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They 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.

The financial statements have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

The report of the trustees was approved by the board on ^{29th June} 2015 and signed on its behalf by:



Mr Tony Sneller

Chairman

VAAC ACCOUNTS

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF VOLUNTARY ACTION ARUN & CHICHESTER

We have audited the financial statements of Voluntary Action Arun & Chichester for the year ended 31 March 2015 which comprise the Statement of Financial Activities (including Income and Expenditure Account) the Balance Sheet and the related notes on pages 8 to 13. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

As explained more fully in the Trustees' Responsibilities Statement set out in the Trustees' Report, the trustees' (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors

Scope of the audit on the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of:

- whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed;
- the reasonableness of significant accounting estimates made by the trustees;
- and the overall presentation of the financial statements.

In addition, we read all the financial and non-financial information in the annual report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

VAAC ACCOUNTS

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF VOLUNTARY ACTION ARUN & CHICHESTER

Opinion on financial statements

In our opinion:

- the financial statements give a true and fair view of the state of the charitable company's affairs as at 31 March 2015 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- the financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities; and
- the financial statements have been prepared in accordance with the Companies Act 2006

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not fully entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemption in preparing the Trustees' Report.



Mr Antony David Rose FCCA (Senior Statutory Auditor)
For and on behalf of Watling & Hirst Limited
Chartered Certified Accountants
Statutory Auditor

30 June 2015
Cawley Place
15 Cawley Road
Chichester
West Sussex
PO19 1UZ

VAAC ACCOUNTS

VOLUNTARY ACTION ARUN & CHICHESTER

STATEMENT OF FINANCIAL ACTIVITIES (including Income & Expenditure Account) FOR THE YEAR ENDED 31ST MARCH 2015

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2015 £	Total 2014 £
Incoming resources					
Incoming resources from generated funds:					
Voluntary Income	2	36	-	36	282
Investment income					
- interest receivable		1,218	-	1,218	1,606
Incoming resources from Charitable activities					
	3	193,435	55,065	248,500	260,570
Other incoming resources					
	2	11,692	400	12,092	44,984
Total incoming resources		<u>206,381</u>	<u>55,465</u>	<u>261,846</u>	<u>307,442</u>
Resources expended					
Charitable activities					
	4	193,629	78,864	272,493	353,941
Governance costs					
	4	3,375	7,970	11,345	9,887
		<u>197,004</u>	<u>86,834</u>	<u>283,838</u>	<u>363,828</u>
Gross transfers between funds		19,669	(19,669)	-	-
Net incoming resources for the year		29,046	(51,038)	(21,992)	(56,386)
Fund balances brought forward at 1st April 2014		139,441	121,165	260,606	316,992
Fund balances carried forward at 31st March 2015		<u>168,487</u>	<u>70,127</u>	<u>238,614</u>	<u>260,606</u>

The financial statements have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006. All amounts relate to continuing activities.

VAAC ACCOUNTS

VOLUNTARY ACTION ARUN & CHICHESTER

BALANCE SHEET

AS AT 31ST MARCH 2015

	Note	2015 £	2014 £
Fixed Assets			
Tangible assets	6	205	1,409
Current assets			
Debtors	7	317	8,564
Cash at bank and in hand		255,725	259,416
		<u>256,042</u>	<u>267,980</u>
Creditors: Amounts falling due within one year	8	(17,633)	(8,783)
Net current assets		<u>238,409</u>	<u>259,197</u>
Net assets		<u>238,614</u>	<u>260,606</u>
Represented by:			
Restricted funds	10	70,127	121,165
Unrestricted funds	10	168,487	139,441
Total funds	9,10	<u>238,614</u>	<u>260,606</u>

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the trustees and authorised for issue on the and signed on their behalf by.


.....
Mr Tony Sneller - Trustee


.....
Mrs Nicola Cormell - Trustee

VAAC ACCOUNTS

VOLUNTARY ACTION ARUN & CHICHESTER

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31ST MARCH 2015

1

Accounting policies

Basis of accounting

The financial statements have been prepared under the historical cost convention, and in accordance with the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP 2005) issued in March 2005 (updated April 2009), the Financial Reporting Standard for Smaller Entities (effective April 2008) and the Companies Act 2006.

Incoming resources

Incoming resources represent the grants, donations, secretarial services, interest and other income receivable during the year. Grants income is recognised in the year to which the grant relates. Grants received relating to later accounting periods are treated as deferred income. Items recharged to restricted funds are included as income in unrestricted funds.

Resources expended

Expenditure is accounted for on an accruals basis and allocated to appropriate headings in the financial statements. Items recharged by unrestricted funds are included as project costs in restricted funds.

Governance costs include all expenditure incurred in running the charity as an organisation.

Apportionment of expenses

Expenditure has been apportioned between charitable expenditure and governance costs, on the basis of direct apportionment.

Depreciation

Fixed assets are capitalised and depreciated over the estimated useful lives of the assets as follows:

Office equipment: 4 years straight line Computer equipment: 3 to 4 years straight line

Taxation

The council is a registered charity and is therefore not subject to corporation tax charge.

Operating leases

Rentals payable under operating leases are charged to the statement of financial activities on a straight line basis over the least term.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the council.

Restricted funds represent funds received for specific projects. The costs of raising and administering together with direct costs are charged against specific funds as set out in note 9 to the financial statements.

VAAC ACCOUNTS

VOLUNTARY ACTION ARUN & CHICHESTER

NOTES TO THE ACCOUNTS (Continued)

FOR THE YEAR ENDED 31ST MARCH 2015

Incoming resources from activities to further the charity's objects.

	Unrestricted Funds	Restricted Funds	Total 2015	Total 2014
	£	£	£	£
Voluntary Income				
Donations	36	-	36	282
	<u>36</u>	<u>-</u>	<u>36</u>	<u>282</u>

Incoming resources from Charitable activities

Grants to assist the core functions of VAAC	193,435	-	193,435	142,896
Bersted Green Learning Centre	-	4,327	4,327	14,104
Connecting Communities Project	-	9,426	9,426	24,025
Funding Advisor	-	133	133	5,301
Older Voice	-	-	-	6,600
WHSP	-	12,560	12,560	15,476
ESF	-	15,000	15,000	-
Think Family	-	13,619	13,619	-
Arun Volunteer Centre	-	-	-	25,268
Chichester Volunteer Centre	-	-	-	26,900
	<u>193,435</u>	<u>55,065</u>	<u>248,500</u>	<u>260,570</u>
Other incoming resources				
Project management	6,766	-	6,766	18,137
Fund raising events	60	-	60	126
Funding Advisor service charge	-	400	400	15,917
Recharged facilities/equipment	2,784	-	2,784	5,944
VAAC Service Charge	2,082	-	2,082	4,860
	<u>11,692</u>	<u>400</u>	<u>12,092</u>	<u>44,984</u>

Grant funding

Included within the Incoming resources from Charitable activities are the following grants:

	Unrestricted Funds	Restricted Funds	Total 2015	Total 2014
	£	£	£	£
Arun District Council	61,450	25,685	87,135	76,426
Big Lottery	-	15,000	15,000	-
Chichester City Council	1,000	-	1,000	2,500
Chichester District Council	42,400	-	42,400	38,900
Coastal West Sussex	-	-	-	6,250
Lloyds TSB Foundation	-	-	-	6,600
Littlehampton Town Council	1,500	-	1,500	1,500
Sussex Police	-	5,000	5,000	-
University of Chichester	2,500	-	2,500	-
West Sussex County Council	84,585	-	84,585	84,896
Stonepillow	-	3,000	3,000	-
	<u>193,435</u>	<u>48,685</u>	<u>242,120</u>	<u>217,072</u>

VAAC ACCOUNTS

VOLUNTARY ACTION ARUN & CHICHESTER

NOTES TO THE ACCOUNTS (Continued)

FOR THE YEAR ENDED 31ST MARCH 2015

3 Grant funding

Included within Restricted Incoming resources from Charitable activities are the following grants:

	£
Connecting Communities	3,000
	Sussex Police
	5,000
WHSP	12,560
ESF	15,000
Think Family	13,125
	Arun District Council

4 Resources Expended

Costs directly allocated to activities:

	Staff & Consult- ancy	Premises	Communi- cation & Promotion	Governance	Other Support Costs	Total 2015 £	Total 2014 £
VAAC Core activities	166,903	6,700	17,997	3,375	2,029	197,004	180,315
Bersted Green Learning Centre	1,701	1,647	1,290	1,650	-	6,28	13,786
Community First	-	-	-	-	-	-	(18)
Connecting Communities Project	34,015	1,416	5,628	1,970	30	43,05	42,354
Funding Advisor	3,804	-	415	-	-	4,21	37,515
Local Giving	-	-	-	-	-	-	5,049
Older Voice	-	246	650	60	-	1,93	7,642
WHSP	13,656	797	3,234	540	-	18,22	9,760
Skillshare	-	-	-	-	-	-	4,252
ESF	-	-	-	3,750	-	4,46	-
Think Family	8,090	-	543	-	-	8,63	-
Arun Volunteer Centre	-	-	-	-	-	-	28,684
Chichester Volunteer Centre	-	-	-	-	-	-	34,489
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
		29,757		11,345	2,059	283,838	363,828

5 Staff costs

	2015 £	2014 £
Salaries	210,79	245,581
Social security costs	13,10	16,896
Pension	3,30	3,228
	<u> </u>	<u> </u>
	227,20	265,705
	<u> </u>	<u> </u>
	Number	Number

The average monthly number of employees during the year,
Calculated on a full-time equivalent basis

9 9

There were no employees whose emoluments exceeded £60000.

No trustee received remuneration during the year. The total of expenses reimbursed to trustees was £208.

VAAC ACCOUNTS

VOLUNTARY ACTION ARUN & CHICHESTER

NOTES TO THE ACCOUNTS (Continued)

FOR THE YEAR ENDED 31ST MARCH 2015

		Plant and Equipment	Total
		£	£
6 Fixed Assets			
Cost or valuation			
	1 April 2014	3,609	3,609
	Additions	-	-
	Disposals	-	-
	31 March 2015	<u>3,609</u>	<u>3,609</u>
Depreciation			
	1 April 2014	2,200	2,200
	Charge for the year	1,204	1,204
	Eliminated on disposals	-	-
	31 March 2015	<u>3,404</u>	<u>3,404</u>
Net Book Value			
	31 March 2015	<u>205</u>	<u>205</u>
	1 April 2014	<u>1,409</u>	<u>1,409</u>
7 Debtors		2015	2014
		£	£
	Debtors	317	8,250
	Prepayments	-	314
		<u>317</u>	<u>8,564</u>
8 Creditors: amounts falling due within one year		2015	2014
		£	£
	Other creditors and accrued expenses	6,633	8,783
	Deferred income	11,000	-
		<u>17,633</u>	<u>8,783</u>

VAAC ACCOUNTS

VOLUNTARY ACTION ARUN & CHICHESTER

NOTES TO THE ACCOUNTS (Continued)

FOR THE YEAR ENDED 31ST MARCH 2015

9 Movement in funds

	1st April 2014 £	Incoming Resources £	Resources Expended £	Transfers Between Funds £	31st March 2015 £
Unrestricted funds:					
General funds for combating social exclusion and improving access to services	139,441	206,381	197,004	19,669	168,487
Total unrestricted funds	139,441	206,381	197,004	19,669	168,487
Restricted funds:					
Bersted Green Learning Centre	12,072	4,327	6,288	-	10,111
Connecting Communities Project	58,475	9,426	43,059	-	24,842
Funding Advisor	6,284	533	4,219	13,889	16,487
Local Giving	6,889	-	-	(6,889)	-
Older Voice	5,060	-	1,939	-	3,121
Skillshare	960	-	-	(960)	-
WHSP	5,716	12,560	18,227	-	49
ESF	-	15,000	4,469	-	10,531
Think Family	-	13,619	8,633	-	4,986
Arun Volunteer Centre	16,953	-	-	(16,953)	-
Chichester Volunteer Centre	8,756	-	-	(8,756)	-
Total restricted funds	121,165	55,465	86,834	(19,669)	70,127
Total funds	260,606	261,846	283,838	-	238,614

10 Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds £
Tangible fixed assets	122	83	205
Current Assets	181,780	74,262	256,042
Current Liabilities	(13,415)	(4,218)	(17,633)
	168,487	70,127	238,614

At the year end, there was no capital expenditure contracted for but not provided in the financial statements.

VAAC ACCOUNTS

VOLUNTARY ACTION ARUN & CHICHESTER

NOTES TO THE ACCOUNTS (Continued)

FOR THE YEAR ENDED 31ST MARCH 2015

11 Company Limited by Guarantee

Voluntary Action Arun & Chichester is a company limited by guarantee. Every member of the Trust undertakes to contribute to the assets of the company, in the event of the same being wound up while they are a member or within one year after they cease to be a member for payment of the debts and liabilities of the company contracted before they cease to be a member and the costs, charges and expenses of winding up and for the adjustment of the rights of the contributories among themselves such amount as may be required not exceeding £1.



DEVELOPMENT TEAM CASE STUDY

Clapham and Patching Community Shop and Café Project

In March 2015, VAAC was approached by the Clapham and Patching Community Shop and Café Project for assistance. They had been referred to us by Mark Rose, External Funding Co-ordinator for the South Downs National Park Authority, as the village lies within the National Park boundary, just off the A280 Long Furlong road.



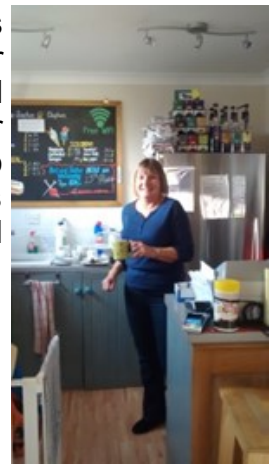
The Management Committee of seven residents had formed an unincorporated association as a first step in fundraising for their much loved and needed village shop/café. There has been a shop in the village for many years in various forms, and now since the closure of the sub-post office is operating primarily as a café – attracting locals, walkers, cyclists and visitors. It has become a hub for village life and was considered the third

most important asset next to the school and church in a recent survey for the Neighbourhood Plan. Because the emphasis has changed from shop to café, planning permission for a change of use was needed; as well as upgrading the food preparation area, installing flushing toilet and disabled access.

The building, originally a 1980s tile showroom, was donated by



neighbouring Travis Perkins. It is planned to replace this and increase the size of any new premises to comply with the regulations and accommodate a growing customer base. Any future building should hopefully retain the quirky vintage feel!



The Management Committee had several decisions to make alongside major fundraising for the building. The priority was to explore the various legal structures that would allow them to operate as a business, either Community Interest Company (CIC) or Community Benefit Society (formerly Industrial and Provident Society). A form of incorporation was needed in order to mitigate any personal liability to the individual members of the Management Committee who ultimately would be responsible for managing contracts. The current structure had been fit for purpose up till this point, and with an AGM approaching the change to an Incorporated 'not for profit' organisation was timely.

All were agreed on the issuing of Community Shares, and the Community Benefit Society model has more flexibility for the shareholders, over a CIC model. The Plunkett Foundation has supported many community ventures and offers, as part of paid membership, bespoke model rules, registration with the Financial Conduct Authority and ongoing practical advice. The team were also consulting and visiting some of the most successful Community Shops in West Sussex, including Slindon Forge, Lodsworth Larder, Milland, Kirdford Village Stores and Graffham, to find out what works well. A capital fundraising search for the project has been carried out by VAAC .



Victoria Sturdy



DEVELOPMENT TEAM TRAINING & ESF AWARENESS

TRAINING

In Autumn 2014 we undertook a review of the training needs of local voluntary and community groups. We analysed the attendance levels and feedback from all training events that we had delivered since 2012 as well as asking members through a survey to comment on their current training needs, the length of course they preferred and how they liked it to be delivered.

The results of the review revealed that short 2 hour sessions or half day sessions were preferred and that face to face training was preferable to web based training (although many had not tried this before). We also gathered information about the training needs of organisations and this has helped us to develop our new Training and Event calendar which we launched in January 2015.



This programme includes training courses, volunteer co-ordinator network meetings and fundraiser network meetings.



ESF AWARENESS

In 2014 VAAC was successful in being appointed by BIG Lottery Fund to support organisations to understand the opportunities available through the 2014-2020 European Social Fund Programme in the Coast to Capital, Local Enterprise Partnership area. VAAC is working with colleagues in the neighbouring CVS to deliver this programme, 3VA in East Sussex, Croydon Voluntary Action, Community Matters in Brighton and Hove and Voluntary Action Mid Surrey.

The BIG Lottery Fund is planning to match fund a large proportion of the Local Enterprise Partnership's thematic objective 9 which aims to **Promote Social Inclusion and Combat Poverty**. Whilst work under this theme is open to organisations across all sectors, it is seen as a really great opportunity for the work of the Voluntary and Community Sector to play to its strengths to deliver great outcomes for the people most in need and furthest away from the labour market.

We will be supporting organisations to prepare for this opportunity through a number of information events, through answering enquiries from organisations and through useful information and advice available on our website www.vaac.org.uk/esf-awareness





DEVELOPMENT TEAM VOLUNTEER CO-ORDINATORS NETWORK

During the Volunteer Review in 2014, we received feedback from a number of local organisations about introducing a volunteer co-ordinators forum and many supported the introduction of a regular meeting to enable them to network, catch up on new developments, share news and look at ways to support each other through sharing best practice.

Based on their feedback, it was agreed that VAAC would organise 3 volunteering networking meetings per year with the aim to support volunteer managers and co-ordinators in their roles across the Arun or Chichester Districts and connect them with their peers. The meetings would be open to anyone, but particularly aimed at those who have direct responsibility for managing and co-ordinating volunteers across the two districts.

19 people attended the first volunteering networking meeting on 6th March 2014 at Arundel Baptist Church, and time was spent discussing the focus of the group, structure of the meetings, topics for future discussion, training needs, Volunteers Week 2014 and also included a brief training session on Skillshare. It was decided that where possible, future events would include the opportunity to network, a training element and be hosted by one of the organisations attending the event.

Since the initial meeting, subsequent meetings have included:

- A training session on Marketing Voluntary opportunities presented by Brightword Communications (a contact made at the Lord Lieutenant event) at Chichester University, June 2014.

- A focus on volunteer recruitment and retention, Arundel Museum, November 2014.

- A presentation and Q & A session from the Job Centre Plus on Volunteering and benefits (a training need identified by the group) at the Look and Sea Centre, March 2015.

The group has also steered a number of significant outcomes. As a direct outcome of the first meeting, VAAC co-ordinated a special Volunteers' Week e-bulletin which gave organisations the opportunity to promote their volunteering roles, thank their volunteers and helped demonstrate the impact that volunteers are having across Arun and Chichester. In addition, the Observer series published a centre page spread for Volunteers' Week which helped to raise the profile of volunteering across both districts. The group has also supported and driven the introduction of the introduction of the **"Volunteer Friendly Award 2015"** and the launch of a new **"Volunteer Co-ordinators e-forum"**.

In total, 88 people have attended the meetings, representing approximately 50 different local groups. Feedback from the meetings has been very positive and comments have included:

"very useful to share practices and how different organisations deal with things, policies, procedures etc."

"I did like the opportunity to talk and work with other volunteer co-ordinators"

"Worked really well, small group discussion, input and space for networking"

"Useful event and keen to attend future ones"



DEVELOPMENT TEAM FUNDRAISING NETWORK & FUNDING FOCUS



FUNDING FOCUS

In September 2014 we launched our new Funding Focus monthly newsletter. Our volunteer Editor, Sue, researches a new topic each month as well as highlighting national and local funds available and local funding success stories.

The newsletter has been well received, with 7 editions sent out in 2014-15 to an audience of 803 people.

Topics have included, Children and Young People, Arts, Sports and Community Development.

FUNDRAISER NETWORK MEETINGS

In response to feedback from VAAC members, we launched the first of our monthly Fundraiser Network Meetings (FNM) in November 2014. The meetings are held on the second Wednesday of the month, 9.30-12.30 at Bersted Green Learning Centre and free to all voluntary and community groups.

As a way for us to meet more groups out in the community, the meetings are proving to be a forum not just for fundraising debate but peer support, information exchange and informal training and networking.

And every quarter, an open funding surgery is held for groups to come and meet one of the VAAC advisors for 1:1 support on specific funding issues, advice on writing a fundraising strategy and applications and an opportunity to search for funders using the *Grant Advisor* funding package.

So far we've had a variety of fundraising topics:

- Planning for fundraising and recruiting a fundraising volunteer
- How to write a case for support, letters to trusts and foundations
- Fundraising using free/low cost web tools and resources
- Thinking of opening a charity shop? How to do it
- Tips on how to network effectively
- Open funding surgery

We've had over 70 groups attend one or more of the meetings and here's some of the feedback from them.

- "Very motivational"
- "Nice to engage with other groups"
- "Interesting, thought provoking and well presented"
- "Great to network with other fundraisers and learn and share together"
- "Rewriting case for support as feel more inspired"

Future topics for 2015 include: Corporate fundraising, how to fundraise using Crowdfunding, Hints and tips for a good trust application and more...

Volunteer Now!



VAAC Volunteering Review – One year on!

In order for VAAC to deliver the recommendations identified during the 2013 Volunteering Review, a new structure was implemented in January 2014. The new structure introduced three revised roles which aimed to embed volunteering services into the existing structure of VAAC and combined the resources of both Arun and Chichester Volunteer Centres to deliver a pan districts volunteering service. The new structure was “softly” launched between January and March 2014 and the re-branded volunteering service Volunteer Now! was officially launched on 1st April 2014.

The new structure has now been in place for 1 year and the new roles are now fully embedded into the existing VAAC structure. Each role is clearly defined and linked closely to VAAC’s strategic vision for volunteering.

Over the past year, the **Volunteer Officer** has worked closely with the **Volunteer Service Administrator** to simplify the brokerage process for volunteers and organisations to make it more accessible and efficient to operate. The service now has a single telephone number/e-mail and the principle method of brokerage is now on-line via the Do-it website which is supported by two volunteers who assist with the routine administration.

Volunteer Now! is now the recognised brand for the VAAC Volunteering Service across the Arun and Chichester District and marketing of the service is currently co-ordinated by the **Volunteer Service Administrator** as part of the overall VAAC communication strategy. VAAC & Volunteer Now! branded marketing materials are used at all events (postcards, banners etc.) which gives a recognisable brand and professional image of the service. There is also now a more structured approach to attending events where all VAAC services can be promoted e.g. Library Roadshows, and these are included as part of the overall VAAC events programme.

In addition, the Volunteer Service Administrator oversees the Volunteer Now! web pages which are now an integral part of the VAAC website and are being used to promote positive volunteering experiences which show how **volunteering has a positive impact on individuals and organisations**.

All voluntary opportunities are now routinely promoted via Facebook and Twitter and social media is also used regularly to interact with new volunteers and organisations. There are plans to further develop the use of social media to promote volunteering. A weekly article in the local Newspaper has now been secured and is used to promote new voluntary opportunities to a wider audience across Arun and Chichester.

Through the current VAAC referral process, the **Development Worker (Volunteering)** provides support and help to local organisations regarding all issues of best practice in volunteering. This includes referrals from the Volunteer Officer when organisations require support or do not have the relevant policies and procedures in place to recruit volunteers effectively. The Development Worker is also responsible for organising and facilitating the regular **Volunteering Networking Meetings**. In the past year, there have been 4 volunteering networking meetings, 88 individuals have attended representing approximately 50 different local organisations and groups.

Although there are still some areas that may benefit from further development or investigation, overall the new structure has enabled VAAC Volunteering Services to become part of the VAAC core offer and deliver an effective pan districts volunteering service across Arun and Chichester. VAAC Volunteering Service is now in a strong position to continue to develop and evolve in order to achieve VAAC’s strategic vision for volunteering and respond where necessary to national volunteering initiatives.

Volunteer NOW!



Volunteering Workshops

As part of our regular Introduction to Volunteering Workshops, we now invite a Volunteer representative from a local Volunteer Involving Organisation to attend each session. The coordinator talks to the attendees to introduce their organisation and what it does, and describe the volunteering opportunities they have available. Often they are drawn from VAAC's Volunteer Coordinators Network.

The coordinators are given the option to come in just at the end of the workshop to do their talk, however all of the coordinators that have attended so far have opted to attend the whole workshop. This has been very beneficial for a variety of reasons:

- * The coordinator is able to better understand our services (both Volunteer Now! and VAAC)
- * We are able to understand the organisations' volunteering opportunities better so we can match these opportunities to suitable volunteers
- * Meeting the volunteer coordinators face to face helps us as Volunteer Now! to build stronger relationships with the organisations in order to better support volunteers
- * The attendees have a more colourful/active learning experience hearing directly from an organisation (in some cases a volunteer from the organisation e.g. the British Red Cross, has come along as well)
- * One of the main complaints we get from volunteers is that they have not had a response from an organisation for whom they wish to volunteer. The attendance of the coordinator has allowed the organisation to hear these issues and their importance to volunteers, and the volunteers to hear things from the coordinators point of view – helping them both to understand why these issues may arise.

Volunteer A's Story

Volunteer A contacted us after seeing our weekly article in the Chichester Observer. She was not sure about what kind of volunteering she wanted to do, so we suggested that she attend the workshop to help her gain a better understanding of volunteering and what opportunities would best suit her skills.

Volunteer A attended the workshop and was excited to hear the Volunteer Coordinator from the Museum talk about the opportunities they have available and was inspired by her passion for working at the museum. **Volunteer A** spoke to Volunteer Coordinator at the end of the session and gave her contact details so they could discuss the volunteering opportunities further.

Approximately six weeks after each workshop, we contact the attendees to see if they have decided to pursue their volunteering and if they have managed to find a suitable placement. When we contacted **Volunteer A** we discovered that she had not heard any more from the Volunteer Coordinator at the museum.

We got in touch with the Volunteer Coordinator and explained how interested **Volunteer A** was and that she was a bit disappointed to have not heard back from anyone. The Volunteer Coordinator

Volunteer Now!



promised to get in contact. After more missed calls between the two we eventually intervened again and finally we had success; we have since heard from **Volunteer A** that she is now happily volunteering at the museum assisting with an admin role.

This case study illustrates the effectiveness of our current system of working:-

- * The weekly newspaper articles we have in the Observer Series and Littlehampton Gazette; these are very successful for both advertising the opportunities we have available and for public awareness of what we do and how we can help.
- * Sharing resources and connections with the wider VAAC team.
- * Having Volunteer Coordinators attending the workshops; this allows the attendees to become more aware of some of the opportunities that are available.
- * Having volunteers and coordinators attend the workshops brings a greater understanding of what would be expected from both sides.
- * Our follow up system of contacting all workshop attendees and people who apply for volunteer roles after 6 weeks
- * Being available to broker the situation eventually resulted in a success story, if we had not intervened it is unlikely the contact would have been made again.

Workshops a year on:

The workshops have developed quite a lot over the past year and we are now starting to get into a routine. We have made various changes to improve the experience and effectiveness of the workshops, and our general strategy includes the following:

- * Having tried holding workshops in different locations with varying degrees of success, with the 3 most popular locations being: Littlehampton, Chichester and Bognor Regis
- * We now have a Volunteer Coordinator/Manager attending each workshop
- * We have tablets available to allow individuals to search and apply on www.do-it.org at the end of the workshops.
- * We now run 3 sessions each quarter (this can be flexible if needed or if special workshops are requested)
- * A number of professionals working with people with special needs have attended the workshops. Some have been accompanying individuals who need more support but others have attended just to see how they can then help their clients find volunteering opportunities. Because of this we are now exploring the idea of developing workshops specifically aimed at professionals such as these.
- * We have a regular social media marketing pattern for each round of workshops targeted to the local areas.
- * We now have a good working relationship with the local job centres that help to signpost individuals who they think are suitable for the workshops in our direction.
- * We now have a more generic poster (without specific dates) that local magazines and papers can use throughout the year and that will not be outdated due to specific dates.

Short term Skilled Volunteer Opportunities One day can make a difference!

www.skillshare-westsussex.org.uk – where giving a little, means a lot!

Skill Share West Sussex is the dating website of the volunteering world!

We bring together businesses, organisations and individuals to create positive experiences and share skills.

After the successful Lord Lieutenant Initiative Arun & Chichester event in 2013, VAAC were invited back in November 2014 for a joint presentation with Karl Dimmock of the Chichester Observer series at the Lord Lieutenant's conference.

Held at Edes House in Chichester we highlighted the successful collaboration we continue to have with the paper and the strong links formed across the three sectors, voluntary, public and business.

During this presentation, we launched Skillshare's new feature, where you can now make OFFERS!

An offer can be your time, some equipment you have spare that might be of use to a local voluntary organisation, a meeting room in your company when it isn't in use or free places on a training course you are running.

To make an offer you need to register as an individual/business on the SkillShare website.

We continue to encourage Businesses to use the website to arrange one-off or short project-based volunteering opportunities for their staff. We know that volunteering can be an effective team and skill building experience, as well as allowing businesses to give back to the community. Students can also use the website to share the skills they are learning, to gain experience in their chosen field and to boost their CV.

The Volunteer Now! Team has recently taken over responsibility for the Skill Share website, and will be working hard to promote it and increase its potential as an excellent resource for individuals, businesses and charitable community groups.





In 2014 / 15 Connecting Communities worked across the Arun District delivering sessions in Bognor Regis Town Hall, Bognor Regis CAB and Littlehampton Shopmobility offices. The team, Iryna Skrupskis – Krops (aka Smith), Edita Karnil, Marta Ciszewska and from March 2015 Sylwia Ceglinska .

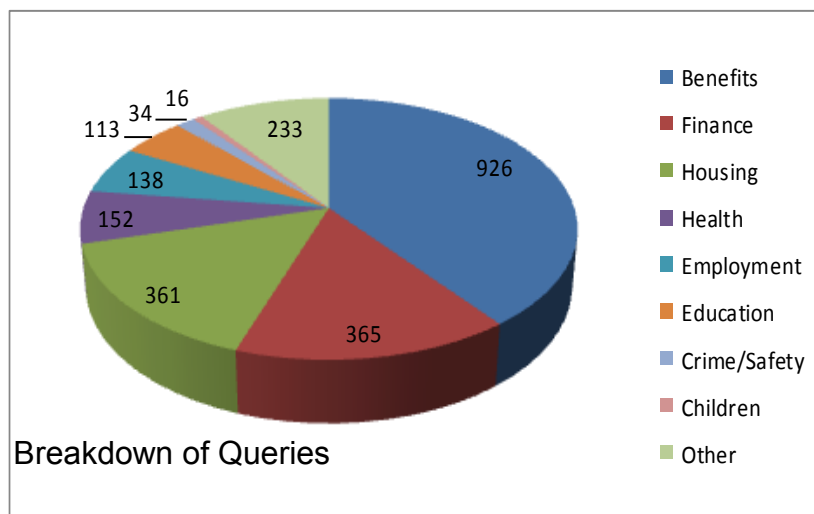
The team have supported a large number of individuals and families from over 10 different countries by sign posting and offering help to access a wide range of services.

This year they have met with **343** clients new to the project.

They have seen **1958** clients in total over **2178 sessions**.

The majority of referrals were as a result of previous contact or recommendations from friends, with Stonepillow and ADC Bognor Town Hall somewhat behind.

The queries dealt with are broken down below but this year a higher number of clients had multiple complex issues which needed significant support over a number of sessions.



The team continued to be called on by schools and Children & Family services for translation & interpreting support for individual families, this service is charged at an hourly rate to help support the wider project costs. They also work with the Felpham & Bognor Family of Schools to support events, particularly in relation to school registration.

There continues to be a strong link with ACCORD (A Cross Cultural Group Recognising Diversity) both in relation to encouraging / enabling wider community participation in local events, and the Supplementary Schools initiative run in partnership with St Mary's RC School. Currently there is a long standing Polish School and new Bulgarian and Latvian schools held on Saturdays.



CASE STUDY

IRYNA SMITH

Organisations involved	WSCC, NHS St Richards Hospital, ADC, Police and Crematorium
Referral received from:	I have received a referral from the client herself. Overall in the last month we have received three queries re bereavement. This seems to be a very difficult area for our clients, as the process of organising the funeral is very expensive, difficult to understand and involves a lot of steps and different organisations which need to be approached.
Date of referral	6 March 2015
Time span between referral received and contact made:	We made a start on sorting out the funeral of the husband of a client as soon as she approached me, and the case is ongoing.
Specific Issues:	<p>The First problem is always language – bereavement involves especially difficult and the least used in everyday life vocabulary.</p> <p>However, the issue seems to be occurring more and more often, as people settle here. Moreover, the usual path of approaching funeral directors is often not the right one for our clients – it is either unaffordable and/or not right if the body needs to be transported to their country of origin.</p> <p>The forms for the benefits to help people through this difficult time are complicated and there is no guarantee that the EU client will definitely get them, therefore people are scared to get involved in the process which they do not understand without any guarantees of ever getting financial support.</p> <p>In addition, often there are many agencies involved – in this case, the Police, the registry office, hospital where the deceased was treated just before his passing, ADC, coroner and morgue, plus we had to bypass the usual funeral directors service, so apart from the above and the funeral directors, we had to contact the crematorium direct too. The process was very complicated</p>
Approach/Actions Taken:	I had to ring all the agencies a number of times to work out the order of steps necessary in the process of organising cremation on your own.
Problems encountered:	<p>I had found that a lot of agencies themselves were not aware of the “do it yourself” cremation and therefore were not very helpful, at least, in the beginning.</p> <p>We have also encountered a cultural problem – as the client needed to find own transport to transport the coffin and the deceased, a lot of EU drivers with suitable vehicles and usually ready to be hired for a job, were not happy to be involved in this particular job due to “unlucky” connotations of the job.</p>
Approximate time involved	10 hours
Length of time	More than a month.
Results - Outcome of intervention:	The family in Lithuania are going to get a chance to say goodbye, as the ashes will be delivered to them shortly.
Feedback	The client has said that she wouldn’t ever be able to deal with this issue without our help.
Lessons Learned:	<ol style="list-style-type: none"> 1.The process is not something that is used a lot in this country, and a lot of agencies involved were not as helpful as they would usually be simply because they were not sure how to proceed. 2. Cases like this would always take longer than you expect because the emotions involved make clients unreliable and difficult to work with.



Under the management of Voluntary Action Arun and Chichester the wellbeing supporter's project ran for just over a year, transferring to Arun District Council in April 2015.

The project exists to support people who are trying to achieve a health outcome e.g. losing weight. This is done by a team of fantastic Wellbeing Supporter Volunteers who have been trained to support those trying to achieve their health outcomes.

The 11 strong team of active supporters - supported individuals and Arun Wellbeing staff members across a range of projects.

Supporter's roles have included:

- * Exercise Motivators (where they assist within a beginners exercise class where they make attendees feel at ease and make them feel welcome as it can be a daunting experience)
- * Event Volunteers (stewarding at events such as paratactic)
- * Campaign volunteers (such as the recent stoptober)
- * MOT coordination assistants (where volunteers were the first point of contact with individuals attending MOTs)
- * WISE group – weigh in assistants
- * Cook and Eat assistants (helping the group members with the instructions and the cooking process)
- * Buddying, mentoring with individuals (such as going on regular walks / swimming with an individual to keep them motivated or going with them to the gym.
- * Work Place Champions (where volunteers will be based within a work place to motivate the staff in keeping fit and healthy and to promote wellbeing)

Many of the supporters had already achieved personal health outcomes and goals themselves and these valuable experiences make these supporters excellent ambassadors for Arun wellbeing and great peer mentors to others aiming to achieve their similar goals.

After initial Supporter Induction training the Supporters continued to take on training opportunities throughout the year. Courses such as a Foundation in Weight Management & Nutrition Course and Motivational Interviewing to name but a few have all had fantastic feedback from the volunteers.

For the co-ordinator Jenny Brown "The best part about the wellbeing supporter's project so far has been working alongside individuals with such passion and enthusiasm for keeping a healthy and balanced lifestyle and their drive in helping others to achieve this."



BERSTED GREEN LEARNING CENTRE



Bersted Green Learning Centre is still providing a range of activities for all ages and abilities. 9 regular groups continue to use the centre on a weekly basis, with gentle keep fit, flower arranging to tea and chat.

An excellent training venue, courses have taken place with first aid, CAB training, IT skills and essential training for small groups.

Find out what is happening at

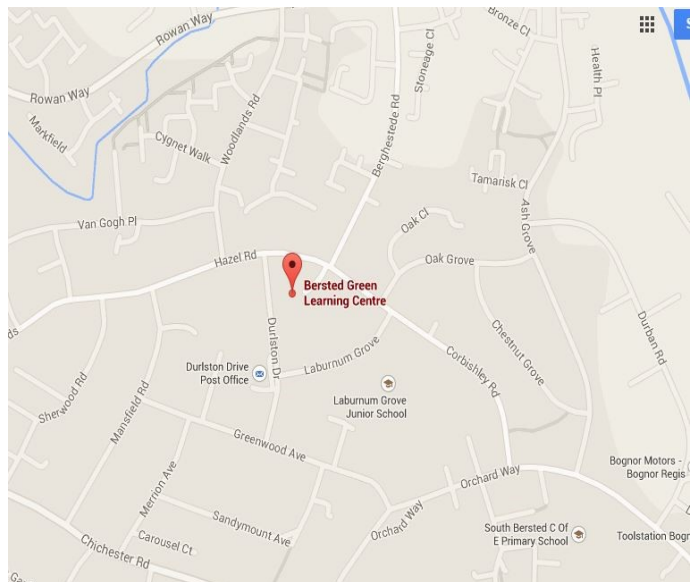
<http://www.vaac.org.uk/projects/bersted-green-learning-centre/events-2/>

VAAC's Fundraiser Network hold their monthly events here which have included sessions on hints and tips on how to write grant applications and thinking of opening a charity shop.

After losing our Facilities Co-ordinator we were able to employ Chelsey Leah Chambers as caretaker for the past year. A regular user of the centre herself she was familiar with its running and existing users. Chelsey welcomed potential new groups and used her knowledge of the community to promote the centre as widely as possible.

We are managing to keep costs low to encourage groups to use the centre but are aware we have to continue to review its financial sustainability.

If you are interested in booking the centre or looking around please contact Carol at admin@vaac.org.uk / or 01243 840305



**(APPENDIX i) VOLUNTARY ACTION ARUN & CHICHESTER MEMBERS
as at 31/3/15**

4SIGHT	Bognor Community Gardeners
Abbeyfield (Chichester) Society Ltd	Bognor Housing Trust
Abbeyfield Bognor Regis Society Ltd	Bognor Quaker Meeting House
ACCORD (A Cross Cultural Organisation Recognising Diversity)	Bognor Regis Foodbank
Action For Deafness	Bognor Regis Shopmobility
Action in Rural Sussex	Bognor Regis Swimming Club
AFFECT (Southampton) Action for Families Enduring Criminal Trauma	Bognor Youth & Community Centre
AFFECT Action for Families Enduring Criminal Trauma	Bognorphenia
Age Concern, Southbourne & District	Bosham Monday Club (Social)
Age UK West Sussex	Bosham Monday Club Minibus
Aid for Trade	Bracklesham Bay Community Association
Aldingbourne Trust (& Country Centre)	Branch Community Responders
Alzheimer's Society	British Red Cross - Petworth
Angmering Community Centre Association	C.M.A Chichester Malayali Association
Angmering Youth Forum	CancerWise
Apuldram Centre	Capital Project Trust
Arts Dream Selsey	Carers Support West Sussex
Arun & Chichester Citizens Advice Bureau (Littlehampton)	Chestnut Tree House
Arun Access Group	Chi Cycle
Arun Adur CTC	Chichester & Havant Shopmobility
Arun Arts Co Ltd	Chichester Access Group
Arun Biodiversity Forum	Chichester and District Neighbourhood Watch Association
Arun Coordinated Community Transport	Chichester and Wittering Absolutely Phab Club
Arun Counselling Centre	Chichester Bell Tower Drop-in
Arun Dolphins SC	Chichester Child Contact Centre
Arun East Children & Family Centres (Littlehampton, East Preston & Angmering)	Chichester Community Development Trust
Arun EXACT	Chichester Conservation Volunteers
Arun Sports Association For The Disabled	Chichester Counselling Services
Arun Sunshine Group	Chichester Dementia Support Group
Arun Youth Aqua Centre	Chichester Diocesan Association for Family Support Work
Arundel Museum Society	Chichester District Foodbank
Arunners Running Club	Chichester District Scouts
Assoc of Bulgarian Community in West Sussex (school)	Chichester Down's Syndrome Support Group
Autism Sussex	Chichester Exact
Big Blake Project	Chichester Family Church
Biking Belles, Chichester & District Ladies Cycling Club	Chichester Festival Theatre
Blind Veterans UK	Chichester Free School
Bognor and Chichester Voice	Chichester Greyfriars Housing Association Ltd
Bognor Beavers	Chichester Information Shop for Young People
Bognor CAN - Community Action Network	Chichester Organic Gardening Society

(APPENDIX i)**VOLUNTARY ACTION ARUN & CHICHESTER MEMBERS
as at 31/3/15**

Chichester Peace Festival	English for Migrant Workers Project
Chichester Priory Rotary Club	Epilepsy Action - Chichester
Chichester Riding for the Disabled	EXACT Central CIC
Chichester Shared House	Fairtrade Chichester
Chichester Ship Canal Trust	Fernhurst Good Companions
Chichester Stroke Club	Fernhurst Parish Luncheon Club
Chichester Torch Fellowship	Fernhurst Village Hall
Chichester University of The Third Age	Fernhurst Youth Club
Chichester Walls Walk Trust	Ferring Country Centre
Chichester Welfare Trust	Fibromyalgia Support Group for Surrey/Sussex
Chidham & Hambrook Village Hall	Findon Village Pre-school
Child Development Centre - Theraplay Group	Fishbourne Bowling Club
Christians Against Poverty	Fit Body Fit Mind CIC
Clapham and Patching Community Shop and Café Project (CPCSC Project)	Fittleworth Luncheon Club & Over 60 Club
Clock Trust	Folly Pogs Fibromyalgia Research
Coastal West Sussex Mind	Frame of Mind
Cobnor Activities Centre	Friday Tea & Chat Club
Cocking Lunch Club	Friends of Bersted Brooks
Community Playcentre @ Walberton	Friends of Brandy Hole Copse
Companions Club of Littlehampton	Friends of Chichester Hospitals
Confide Counselling Service	Friends of Ferring
Contact 88	Friends of Midhurst Common
Contact the Elderly - Lewes	Friends of Pagham Harbour
CRI Clock Walk Project	Friends of St. Wilfrid's Church Norton
Crossroads Care South Central	Girlguiding West Sussex
Cruse Bereavement Care	Graffham Down Trust
Cybersquirrel	Graffham Recreation Ground
deafPLUS South	Graffham Village Shop Association
Diabetes UK Chichester & District Voluntary Group	Harting Lunch Club
Disability Action Group	Headway West Sussex
Dizzy Retail CIC (support4diabetes)	Help in Bereavement
Doing Good With Food CIC	Hft Sussex Self Unlimited
Dove Lodge Community Resource Centre	Holy Cross Church & Community Centre
Dragon Flyers Trampoline Club	Home-Start Arun
Dream Centre	Home-Start Chichester & District
Dreams Come True	Horizon Angling Club for the Disabled
Dreams of Social Happiness - DOSH	Hyperactive Childrens Support Group
East Beach Residents Association	IFightFor CIC
East Preston & Kingston Village Hall	Immanuel Church Chichester
Empire Hall - Graffham	Impact Advocacy & Workability
EMS Valley Community Transport	Independent Age (Royal UK Beneficent Assn)
Enable Me Project Ltd	Independent Lives

(APPENDIX i)**VOLUNTARY ACTION ARUN & CHICHESTER MEMBERS
as at 31/3/15**

Infertility Network UK
JDRF
Jeneses Arts & Community Centre
Kaleidoscope Pre-school
Keep Moblie - Keep Active - Enjoy Life
King's Gate Church (Bognor Regis) Ltd
Knowledge Island Latvian School
LA (Littlehampton) KINKIDS
Ladies Thursday Group
L'Arche
Let's Dance
Liaise @ Frontline
Life Centre
Link to Hope
Littlehampton Fort Restoration Project
Littlehampton Quakers
Littlehampton Shopmobility
Littlehampton Tea & Chat Club
Littlehampton Town Ward & District Neighbourhood Watch
LOCA (Littlehampton's Organisation of Contemporary Arts)
Look and Sea
Loxwood Friendship Club
Lymphoedema Support Group
Macmillan Charity Shop
Madacts
Making Theatre Gaining Skills CIC
Maltravers Social Club
Manhood Mobility & Volunteer Service
Manhood Wildlife & Heritage Group
Medical Detection Dogs
Meeting Point
Mencap
MentorMorph
Mewsbrook Park Community Support Group

Midhurst Camera Club
Midhurst Methodist Church
Motor Neurone Disease Association West Sussex South Branch
Mount Noddy Animal Centre
Multiple Sclerosis Society, Chichester & Bognor Regis Branch
Music for the Under Fives
My Sisters' House CIC
Netmums Meetups Bognor

New Highfields Residents Association
New Park Community & Arts Association
Newell Centre Association
North Mundham Table Tennis Club
Number 18 Project Bognor Regis Ltd
Opengate Bognor Regis Baptist Church
Options Pregnancy Crisis Centre
Outset Youth Action - West Sussex
Oving Parish Community Watch
Oxmarket Centre of Arts
PACSO
Pagham Action Group
Pagham Flood Defence Trust
Pallant House Gallery
Papyrus
Parkinson's UK
Parkinson's UK Chichester & Bognor Regis
Parklands Thursday Club Over 60s
Patient Link
PCaSO - Prostate Cancer Network
Peter Pan Pre-School
Petworth & District Community Association
Petworth & District over 60's Day Centre
Petworth Community Garden CIC
Petworth Community Minibus Association
Petworth Twinning Association
Petworth Youth Association
Raydar
Regis Gymnastics
Relate North & West Sussex
Research and Enterprise for Diaspora-uk
Responsible Photography
Rethink (Portsmouth)
Revelation Church
Richmond Fellowship West Sussex Housing Support Service
Rick's PHAB Club
Rogate Village Luncheon Club
Rotary Club of Chichester
Rother Valley Together
Rox Music & Arts
Royal Agricultural Benevolent Institution
RVS (Meals on Wheels)

(APPENDIX i)**VOLUNTARY ACTION ARUN & CHICHESTER MEMBERS
as at 31/3/15**

Safe in Sussex	Sussex M.E. Society
SAGE	Sussex Otters
Salvation Army	Sussex Pathways
Samaritans	Sussex Snowdrop Trust
Sammy & Chichester Community Transport Limited	Talking News - Chichester Area
Save Pagham Beach	Tandem
SCOPE West Sussex	Tangmere Community Garden
Selsey & District Carers Support Group	Tangmere Cricket Club
Selsey & District Lions Club	The Base Skatepark CIC
Selsey Carnival	The Hamblin Trust
Selsey Coastal Trust Ltd	Tillington Local Care "T.L.C."
Selsey Royal Naval Association	Time Aside Ltd - Sensory Art
Selsey Time Bank	Transition Chichester
Selsey Venture Club	Trees Estate Residents' Association
Shipwrecked Fisherman & Mariners Royal Benevolent Society	Tuppenny Barn
Shop Mobility	Tyler's Trust
Sidlesham Community Association	United Response (Mental Health Outreach)
Snak Shak	Unity Arts Trust
Solesco Co-operative Limited	University of Chichester Students' Union
South Bersted CE Primary School	Victim Support - West Sussex
South Downs Society	WADARS
South Pond Group	Weald & Downland Open Air Museum
Southbourne Sea Scouts	Wellspring West Sussex
Southdowns Folk Festival	West Manhood Venturers
Sportsmanship First	West Sussex Association for the Disabled
SSAFA Forces Help	West Sussex Credit Union
St Gerards Amateur Boxing Club	West Sussex Deaf & Hard of Hearing Association
St James Church Birdham	West Sussex Dyslexia DSG (For Children)
St John's Ambulance Sussex	West Sussex Learning Links
St Mary's Church Apuldram (C of E)	West Sussex Mediation Service
St Richard's Church	West Sussex Parent Carer Forum
St Wilfrid's Hospice	Wick Information Centre
Stonepillow	Winston's Wish West Sussex
Stroke Association	Wisborough Green Short Mat Bowling Club (SMBC)
STV6 Coachtrips	Wittering Mother & Toddler Club
Summersdale Afternoon Club	Worthing & District Scope
Sussex Arts Academy	Worthing Cat Welfare Trust
Sussex Association for Spina Bifida and Hydrocephalus	Worthing Churches Homeless Projects
Sussex I A	Worthing Portage

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