

winchester area community action

at the heart of voluntary service

Report of the Year 2007-2008



**NAVCA
Quality
Award**

Celebrating 20 years serving our
community, maintaining our values
and still on mission!

A Council for Voluntary Service
that provides voluntary sector
support, enables collaboration,
generates strategy, promotes best
practice and strengthens the
sector's influence in order to
sustain a strong, diverse and
vibrant voluntary and community
sector.

**Winchester Area Community
Action (WACA) opposes**
discrimination of all forms,
whether or not barred by
legislation, and seeks to ensure
that equality of opportunity and
recognition of the value of
diversity are reflected in all its
activities.

Winchester Area Community Action

The Winchester Centre
68 St Georges Street
Winchester SO23 8AH

Tel: **01962 842293**

Fax: **01962 848029**

Web: www.waca.org.uk

Contents

	Page		Page
Chair's Report	2	Learning Development	8
Chief Executive's Overview of the Year	3	Out of School Childcare Development	9
Local and Wider Partnership Working	4	RASAC (Rape & Sexual Abuse Counselling)	10
Central Services	4	Transport Shopmobility and Bikeabout Services	10
Winchester District Advocacy Projects	5	Volunteer Centre Winchester	11
Black & Minority Engagement	6	WACA Member Organisations, Associates & Individuals	12
Community Involvement Officer	7		
Development Support Service	7		

Chair's Report

The Annual Report gives me the opportunity to publicly thank Diana Wooldridge and her senior management team and all of the staff in the organisation for their continued enthusiasm and dedication to the wide range of activities required from them during the year to meet our intended outcomes. As you will see from the rest of this annual report, the number of projects continues to grow and often with greater complexity, especially during the bidding and development stages.

Our previously established Strategic Plan has only had to be modified a little this year, yet some of the additional environment changes highlighted in the introduction to the Plan indicate that our organisation is probably facing some of its biggest challenges over the next few years. These include:-

- **Hampshire Council for Voluntary Service (CVS) funding** - Hampshire County Council are carrying out a review and CVSs are developing a Modernisation Programme from 2007 to 2010, working towards a new county level funding agreement, joint business plan and performance indicators. The programme is being driven by a joint board of chief officers and CVS trustees, on which we are well represented.
- **Capacitybuilders** - This is a government funded development programme for voluntary sector infrastructure organisations such as ourselves. A consortium has been put together for the Hampshire Voluntary Sector and a business plan has been established for 2008 to 2011. Its aims are:
 - To co-ordinate the delivery of quality support services through CVSs and other organisations
 - To increase the financial sustainability of Voluntary and Community Organisation activity - Fitter Finance project; tendering support
 - To improve staff recruitment, management, training and development
 - To support co-ordinated volunteering development services - bid for a central Volunteer Centre resource unit
 - To develop appropriate support services for minority groups and ensure their representation - Diversity Network project

- To ensure that Voluntary and Community Sector representation in partnership working with statutory bodies is co-ordinated and effective - Children & Young People Voluntary Sector Alliance.

WACA has played a leading role in this county level strategic work - increasing our influence and status, as well as development work.

- **Contracts and Tendering** - This is the government agenda for the third sector role in public service delivery including EU rules in regard to competitive tendering. In future, it is likely that funders such as HCC will want larger contracts across the county. Already we have had to take on a complex process for future funding of our Dial-A-Ride service from HCC. We are still in the early stages of this tender, but a great deal of work had to be carried out during this last year. Special thanks go to our transport services development manager, Stuart Banks, for his dedication to this task.

The organisation continues to be strategically guided by the work of the board of trustees. I continue to be in gratitude to my trustee colleagues for their support and commitment to the organisation over the year. I look forward to continuing to work with them over the year ahead. Our structure of sub-committees covering the areas of finance and resources, personnel, development, health and safety and strategy continue to function well and help to provide an opportunity for all the trustees to stay in close contact with the operational side of the organisation.

As we enter our 20th year and look forward to celebrating our success over that time, it is clear to me that 2007-08 was yet another year when our relatively small organisation continued to progress in all areas, providing much needed services for many in the district. I am sure that 2008-09 will be just as successful.



Geoff Roberts, Chair, WACA

Chief Executive's Overview of the Year

Over the 20 years of WACA's existence the role of the voluntary sector has changed and developed. But our mission statement still reflects the aims set out in our first newsletter in 1989.

“To support and develop voluntary action in the Winchester District helping local people meet the needs of their community.”

Underlying this are our values, seeking to reflect equality of opportunity and a recognition of the value of diversity in all our activities.

WACA's support for local voluntary and community organisations includes:

- providing support services for local voluntary and community groups
- promoting networking and liaison
- representing the voice of the community, the voluntary sector and service users
- supporting and developing the voluntary sector in strategic partnerships
- identifying gaps and developing services to meet community needs.

Quality

One of our key aims in the last year was to achieve the NAVCA Quality Award (our national body, the National Association for Voluntary and Community Action). Thanks to the hard work of several staff, with trustees' support, we achieved this in January 2008, and were the first CVS in Hampshire to do this. My thanks especially to Elizabeth McKerracher for co-ordinating this big piece of work, which demonstrates that we are providing the services and achieving the outcomes for an increasingly diverse voluntary sector and community.

Accountability

The third sector is increasingly recognised as an essential partner by government. Creating “the environment for a thriving third sector” has been identified by Hampshire and other areas as one of the local targets in the new Local Area Agreement. This recognition is welcome, but it makes it even more important for us to look back to our values (see front cover) and root our activities in these so that we remain accountable to our member organisations and the community. It has therefore been an important part of our work over the year to survey our members; to improve our communication through Community News, the E bulletin and our relaunched website, and to involve our members more through the Voluntary Sector Forum.

Diversity, equality and social inclusion

- Working with small and emerging groups, especially those supporting vulnerable people and helping to develop new ones. We are delighted to be able to continue supporting more diverse groups in ethnic minority communities as part of our core activity.
- Independent Mental Capacity Advocacy (IMCA) - ensuring the equal rights of people without the

capacity to make their own decisions, delivered in Winchester by WACA's Advocacy Project.

- Providing the opportunity for self-development and community involvement through volunteering for people facing barriers, including support need or disability - Volunteer Centre Winchester.
- Working more effectively to support groups based in our rural areas - our Dial-a-Ride and Community Transport services have worked with local communities affected by bus service cuts to try to meet their needs.

Highlights of the year

- **September 2007** - WACA co-ordinated an “Open Space” event bringing together a wide range of practitioners from voluntary and statutory agencies to identify issues relating to Inclusion, Cohesion and Equality and plan actions to tackle them - an excellent opportunity for mutual sharing of concerns and stimulus to activity.
- **February 2008** - WACA organised for the BME Engagement Steering Group a successful community information event “Minority Matters” which helped to strengthen our links with local minority communities from many countries across the world.

Wider collaboration

We are working with our Hampshire CVS colleagues to develop a joint modernisation plan. WACA plays a leading role in Hampshire Voluntary Sector Consortium and contributed much to the delivery of the Fitter Finance Project (through Liz Watts and Hilary Fellows) and the Diversity Network Project.

All our staff and volunteers have contributed to our success over the past year and their commitment and teamwork enables us to achieve what we do. We also owe thanks to our trustees for all their continuing support.



Diana Wooldridge, Chief Executive, WACA

Local and Wider Partnership Working

Winchester District Strategic Partnership -

Enabling statutory and voluntary sector partner agencies to work together for the community. WACA has taken an active role represented by Diana Wooldridge in the full partnership and the Executive group to ensure it is widely representative. We aim to co-ordinate voluntary sector representation on all the related partnerships described below, and to make this accountable through the Voluntary Sector Forum. Our main areas of activity are related to the following Strategic Outcome Groups (SOG):

- **Health and Wellbeing SOG** - Promoting the physical and mental health and well-being of everyone in the district. This encompasses the Winchester Children & Young People Partnership, with Elizabeth McKerracher as deputy chair, which has developed a Play strategy and is working towards a strategy to meet the needs of children and young people in the district; the Older People Partnership, deputy chaired by WACA, providing and developing services that are responsive to their expressed needs; and the Sport and Physical Activity Alliance where the Volunteer Centre is involved in promoting sport volunteering.
- **Freedom from Fear SOG** - Helping people feel safe in their communities. A range of voluntary organisations are involved in preventive work with young people, drug and alcohol services, etc. WACA leads the multi-agency Domestic Violence Forum which works to improve multi-agency support for those affected by domestic abuse. Funding for work in this area is an increasing issue as grants are now targeted at county level.
- **Inclusive Society SOG** - Focusing community strategy and partnership on social inclusion issues. Encompassing the Black and Minority Ethnic Engagement steering group, chaired by Elizabeth McKerracher, and the Housing Board which prioritises affordable housing and the housing needs of vulnerable people - Diana Wooldridge represents the Inclusive Housing Forum and Supported Housing Panel.
- **Economic Prosperity SOG** - Creating and

sustaining a thriving, broad based local economy that integrates business, education and industry. Encompassing the Community Learning Forum, chaired by Elizabeth McKerracher, which aims to give adults access to learning and the opportunity to continue to develop their potential.

- **High Quality Environment SOG** - Protecting our environment and using natural resources carefully. Encompassing the Transport Forum where Stuart Banks represents community transport, and Winchester Action on Climate Change steering group of which WACA is a member.

Hampshire Voluntary Sector Consortium - The Hampshire Voluntary Sector Consortium (HVSC) has been set up by the voluntary sector in the county to deliver the government's ChangeUp programme to strengthen the support and assistance available for frontline voluntary and community organisations. It is also a co-ordinating hub for 'Third Sector' organisations undertaking representation on behalf of the sector in strategic partnerships at a local and regional level. HVSC is chaired by Diana Wooldridge and WACA has played a leading role in the delivery of consortium projects funded by Capacity Builders, particularly in the past year contributing to the Diversity Network and Fitter Finance projects.

Hampshire CVS Network - This long established group has now become one of the key networks making up HVSC. At a time when county council funding for the district councils for voluntary service has been under review the CVSs are working together across Hampshire to develop a modernisation plan for more effective collaboration.

RAISE (Regional Action and Involvement South East) - Diana Wooldridge is a board member of the regional voluntary sector organisation which exists to champion the third sector's unique contribution



to making South East England socially, economically and environmentally sustainable. This enables us to contribute to making regional policy makers aware of the scale, diversity and value of the third sector.

Photo: Participants at the Inclusion, Cohesion and Equality 'Open Space' event, organised by the Inclusive Society Strategic Outcome Group

Central Services

The Central Service team have continued to provide support services to WACA and its many projects together with providing facilities management for all those in the Winchester Centre.

The Winchester Centre

The building has continued to provide a home for many voluntary and community groups in Winchester. We have had full occupancy of all rooms this year with a small waiting list of groups that would like either to move into the Centre or those that already have office space in the building

that would like more office space. The refurbishment of the training rooms has been well received by users and the rooms are well used. If you would like to book a training room please contact our receptionists on 01962 842293. We are continuing to work with Winchester City Council over the long term plans for those in the Centre.

Finance

This year has seen the implementation of a new finance package, IRIS by Exchequer. This major piece of work was completed on time with switch over day '1st October 2007' firmly imprinted on everyone's mind. The finance package allows project managers to access 'live' financial information via Excel. This has enhanced budget monitoring and control within the organisation and allows us to instantly monitor any project.

We have continued to provide payroll services to a number of voluntary organisations. We now provide services for 11 organisations encompassing 97 individuals, running 16 payrolls a month.

We have also been able to help new and emerging groups by providing financial support and banking facilities.

eVOLve

This year has seen the consolidation of data within the eVOLve project. eVOLve is a countywide

database of information about voluntary and community groups across Hampshire. Rolling update forms are now being sent to all groups whose information is held on the system. Please check your entry at www.e.volve.org.uk, if your group is not present please contact Marian on 01962 848046 who will send you the relevant forms for completion.

The Team

For the first time in many years the Central Service Team have had a period with no staff changes. This has led to a very strong team that have coped admirably when faced with a number of periods of staff sickness.

I would like to take this opportunity to thank all of the team, Marian Spacagna, Vanessa Kitt, Jean Field and Bruce White for all their support, hard work and cheerfulness throughout the year. Once again this team have been ably supported by the ever resourceful team of volunteer receptionists without whom the Winchester Centre would not be such a welcoming place - thank you.



Photo: Liz Watts, Deputy Chief Executive with Central Services team Bruce White, Vanessa Kitt, Marian Spacagna and Jean Field

Winchester District Advocacy Projects (WDAP)

Advocacy is a partnership between an advocate and someone who needs support in speaking up for themselves.

Last year's aims included:

- Establish the IMCA (Independent Mental Capacity Advocate) role to meet Hampshire County Council and national criteria to ensure funding for years 2- 3 of the project.
ACHIEVED - Post filled July 2007; manager and staff all completed IMCA accreditation training; referrals actioned on time and to standard; encouraging feedback from funder (HCC) via Hampshire Advocacy Regional Group.
- Build on the success of the dedicated mental health advocacy project to ensure continuance of this role when current funding ends next year.

ACHIEVED - Good progress continues and second year funding released by Winchester and Test Valley Health Improvement and Social Inclusion pooled budget, Winchester Community Mental Health Team prepared to act as referee for funding bid, undertaking a user satisfaction survey.

- Be actively involved through Hampshire Advocacy Regional Group in negotiating future core funding.

ONGOING - Participating in current HCC review of advocacy provision; reorganisation of Adult Services likely to cause delay.

- To fight the cause for independent advocacy for people who need it

ACHIEVED - The value of advocacy is increasingly recognised but it is an unceasing and relentless fight to ensure the service is available to all who need it.

Our aims for the current year include:

- Secure funding to continue the dedicated mental health advocate role.
- Collaborate with HARG consortium to bid for providing independent mental health advocates (IMHA) across the county.

Quote from the person who referred the client, a severely disabled man. We have supported him for 3 years.

'X is fantastic. The best he has been in his life. He now laughs aloud every day in his house, smiles when he sees me and repeatedly asks me for kisses by leaning towards me and then chuckling when he gets a kiss and coming back for another one until I tell him its "finished". Quite amazing stuff. I am using a short video clip of him at some training next week to emphasis lifelong learning and inspire my staff never to give up. Until last August I had heard X laugh maybe 5 times in 27 years. Now it is several times a day and he can request a kiss!'



Photo: Marie Dyke, Mental Health Advocate and Dave Capps, Advocacy Projects Manager

Black & Minority Engagement

This project started in April 2006, funded from ChangeUp money and a grant from Hampshire Strategic Partnership, to identify and engage with black and minority ethnic groups and individuals within the Winchester district and to assess common issues and particular needs.



Photo: Elizabeth McKerracher and Melissa Fletcher, WACA with BME Engagement Project Worker Lois Hutchinson at the Minority Matters event

Last year's aims included:

- Seeking funding to further this work.
ACHIEVED - Thanks to members of the BME Engagement Steering Group for their contributions and by reducing the project worker's hours further work was enabled and a final project report produced in March 2008.
- Maintaining our support to BME groups, including provision of a BME E.forum.

ACHIEVED - Support has continued to be available to Winchester Muslim Cultural Association, Muslim Women's Group, Children's Islamic & Arabic Education Group, Jigsaw, Weeke Multi-Cultural Club (Footsteps), Winchester University's Race Equality Action Forum and Afro-Caribbean and Asian Students Society, Polish Support Group, Polish and Portuguese workers at Sparsholt College, and Chinese catering businesses group. BME E.forum established with 47 members as at March 2008.

- Undertaking outreach work to identify BME communities across the Winchester district.
ACHIEVED - Links made with, and support offered / given to, the Nepalese community and the Filipino Association.
- Organising a multi-agency BME community information event - "Minority Matters"

ACHIEVED - Held at the Winchester Discovery Centre in February 2008 with approximately 100 attendees and 26 stand holders from statutory and voluntary agencies. This was held in response to needs identified at the Raising Awareness event held in September 2006.

Quotes from participants:

"The fact that you can meet all different organisations in one place."

"Was well informing and in a relaxed atmosphere."

Our aims for the current year include:

- Organise an event to initiate agreement to, and the establishment of, a BME Community Forum.
- Continue to build on BME engagement and to reach as yet unidentified groups.
- Establish better links with gypsy and traveller families and communities.



Photo: Amjid Jabbar, HCC, Elizabeth McKerracher, WACA and Abdul Kayum, HCC, at the Minority Matters event

Community Involvement Officer

The principle aim of the Community Involvement Officer is to promote, enable and support partnership working between the statutory agencies and the voluntary and community sector.

Last year's aims included:

- Support Winchester District Strategic Partnership Health & Wellbeing Strategic Outcome Group in its engagement with the local community.
ACHIEVED - Mapped mental health promotion activity in the Winchester district and produced a report, with recommendations, for Hampshire Primary Care Trust.
- Involvement of service users and carers.
ACHIEVED - Chaired the Carers Forum Steering Group and arranged a Carers event to be held in May 2008.
- Engagement with Children & Families.
ACHIEVED - Assisted HCC's Common Assessment Framework project team and arranged two meetings to be held in Littleton and Wickham in May 2008 to promote CAF to the voluntary sector.
- Engagement with Black and Minority Ethnic People.
ACHIEVED - Sourced and distributed to BME groups health information booklets, in a variety of languages. Supported Minority Matters BME community information event in February 2008



Photo: Ian Milsom, Community Involvement Officer

- Engagement with Older People.

ACHIEVED - Organised a winter health campaign focused around a comprehensive information pack and featuring a series of information displays at community centres and village halls across the northern parishes of Winchester district. Organised a Local Services Awareness event to be held in Kings Worthy in April 2008.

Our aims for the current year include:

- Continue to engage with older people, children and families, black and minority ethnic people, and carers to support Hampshire Primary Care Trust and Hampshire County Council Adult and Children's Services to meet the health and social care needs of these groups.
- Support the delivery of the Local Strategic Partnership Health & Wellbeing Strategic Outcome Group Plan through the delivery of agreed health improvement projects.

Development Support Service

The Development Support Officer helps voluntary and community groups to become more effective and sustainable by providing them with a wide range of advice and information.

Last year's aims included:

- Providing guidance and support to individuals and groups.
ACHIEVED - Provided through individual one-to-one support with voluntary groups. The main area and type of enquiry from groups remains funding followed by matters of law (mostly constitutional issues). As groups vary in size and skills they require different levels of support; some requiring information and signposting; some needing in depth help and continuing support.
- Produce a survey of all members looking at a cross range of services with regard to the quality and follow up of what we do. Produce an AGM survey to identify how we can encourage more members to attend.
ACHIEVED - These surveys were undertaken during early autumn 2007 and responses taken into account and acted upon to maintain and improve quality. We hope for greater attendance by members at our 20th anniversary AGM on 14th October 2008.
- Support the new Involve Network which started July 2007 and aimed to convey the information all voluntary organisations need to know to function effectively.
ACHIEVED - Two Involve meetings were held with limited success. It was decided that combining them with the Voluntary Sector Forum and holding less meetings with a longer but more

focused format would better meet the needs of the voluntary sector.

- Promote WACA staff and what they do in the Community News.

ACHIEVED - A Who Is Who Guide was produced in November 2007 and was sent out via the Community News. This contains photos of all the employees at WACA so members know who does what and the diverse range of projects and services they undertake for WACA.

Our aims for the current year include:

- Promote the service to rural groups and work more effectively with them.
- Offer organisational health checks and provide funding advice.
- Further working with black and minority ethnic groups.

Case Study

I have worked closely with the Manager of Winnall Community Centre for a number of years. This past

year we have intensified that work due to reduced funding from the Children's Fund. I have been working with her to source funding for the various projects they run at the Community Centre. She has a good knowledge of the voluntary sector and funding, yet she still wants support in the form of funding searches, and reading and advising on funding bids. Over the last year we have worked on numerous funding bids for the various projects, some of which have been successful, others not so. When we have failed we have started again, looking at other options and working through what we have to do to succeed.



Photo: Hannah Williams, Development Support Officer

Learning Development

Funded for three years by the Big Lottery WACA Learning provides a programme of learning and training activities targeted to meet the development needs of voluntary and community groups in the Winchester area. To underpin the programme the Learning Development Worker carries out Training Needs Analyses and develops Training Plans for such groups.

Last year's aims included:

- Produce 8 organisational training plans.

ACHIEVED - We produced 10 organisational plans as a result of carrying out 10 Training Needs Analyses with local voluntary and community groups in the Winchester area.

- Provide 18 training events attended by 180 people.

ACHIEVED - We ran 26 courses, which were attended by 231 people, in a number of local community venues. Topics offered included Management Development, Funding Strategies, Keeping your Volunteers, I.T. skills, Interviewing Skills and Lone Working.

- Add Action Learning Facilitation to the WACA Learning portfolio, in order to extend these

learning and training opportunities to local voluntary and community organisations.

ACHIEVED - The Learning Development Worker undertook Action Learning facilitation training. WACA Learning participated in the planning and running of an Action Learning event, and the subsequent setting up of a Winchester based Action Learning Set.

Example of feedback from Excel Beginners/Improvers training course - November 2007

"Very impressive course. Margaret did an excellent job of addressing the needs of the participants. She was very clear in her delivery and adapted to suit our requirements. I learnt a great deal and thoroughly enjoyed the 2 sessions. This has been one of the most useful IT courses I have ever attended. Many thanks."

Example of feedback from Effective Publicity training course - April 2008

"I really enjoyed the course, trainer was excellent, knowledgeable and focussed on delivering the training on time and at the right level."

Our aims for the remaining time of the project, to 31st October 2008, include:

- Continue offering low cost learning and training opportunities to voluntary and community groups in the Winchester area.
- Sustain existing networks and partnership working.



Photo: Melissa Fletcher, Learning Development Support

Out of School Childcare Development

The Out of School Childcare Development Worker assists management committees in setting up and maintaining a range of out of school provision for children aged 0 - 19 in the Winchester and Test Valley districts. Services provided include support with funding applications, promoting good quality and inclusive practice, and supporting play workers.

Last year's aims included:

- Develop/establish more provision in the Winchester and Test Valley districts.
ACHIEVED - 4 After School Clubs and 4 Breakfast Clubs set up. Children's Centres are now opening up. We have been involved with these from the beginning.
- Support existing provision to ensure sustainability.
ACHIEVED - Visits made to settings, newsletters sent out termly, resources and play equipment purchased (Play Pods) to establish a lending facility for settings.
- Reward settings for their achievements in childcare.
ACHIEVED - Celebration of Play Event held at The Point in Eastleigh in November 2007.
- Raise the Childcare Development Worker's profile.



Photo: Rachel Birnie, Out of School Childcare Development Support and Elaine Rolfe, Out of School Childcare Development Worker with Elizabeth McKerracher

ACHIEVED - Regular attendance at partner organisations meetings, visits to potential new settings giving information on Childcare Development Worker's role, questionnaire to settings to establish what services they provide, collection of Holiday Club information from all providers and sent to Head Teachers, better attendance by play workers at Network Meetings.

Our aims for the current year include:

- Increasing the numbers of play workers attending the Play Network meetings.
- Continue with The Celebration of Play Event, increasing attendance.
- Support existing provision to ensure improved quality of childcare.
- Develop/establish further provision in the Winchester and Test Valley districts.
- Gather data on behalf of the Early Education & Childcare Unit and HCC.

Quote from the University of Winchester Half Term Activity Club

"Many thanks for your informative newsletters which have been very helpful."



Photo: Play Pods being used by Andover Mencap (permission granted)

RASAC (Rape & Sexual Abuse Counselling)

RASAC provide confidential free support, via our Helpline and one to one counselling, to men, women and young people who may have experienced rape or any kind of sexual abuse in childhood or adulthood as well as to their partners, relatives or friends, or anyone who is affected by any unwanted sexual encounter. We have had a very successful year and have taken over 1,000 calls to the helpline and have carried out nearly 600 counselling hours. We have also continued to develop the service and have successfully restructured the management and supervision of our volunteers.

Last year's aims included:

- Maintain volunteer helpline and counselling teams.
ACHIEVED - RASAC has maintained the same team for the last year and has recruited and trained five more volunteers therefore increasing the team.
- Review project process for counselling assessments and supervision.
ACHIEVED - Management reviewed and changed the process as a result of the recruitment of a new Project Manager and external independent clinical Supervisors for the Counselling and Helpline teams.

- Raise awareness and promote RASAC.

ACHIEVED - We have published three press

releases and spoken to several agencies and groups. We have also mailed out leaflets and posters to agencies, GPs surgeries, etc. The Manager has also attended various meetings and events.

- Secure funding to maintain staffing hours and continuation of service.

ACHIEVED - RASAC has managed to secure funding for the current year and has applied for additional funding to aid the further development of the project.



Photo: RASAC counselling room at The Winchester Centre

Our aims for the current year include:

- Develop closer partnership working with other agencies.
- Review project processes.
- Secure funding to maintain service.
- Promote RASAC to referral agencies and potential clients.



Photo: Gary Stubbington, RASAC Manager

Transport, Shopmobility and Bikeabout Services

The Dial-A-Ride, Community Transport and Shopmobility services are aimed at providing the means by which elderly, disabled and rurally based members of the community can move around Hampshire and have easy access to shops, facilities and establishments that they would otherwise be unable to reach. Dial-A-Ride, Community Transport and Shopmobility services are now supplemented by the Bikeabout Cycle Loan Scheme, which we operate in conjunction with WCC.



Last year's aims included:

- Carry out a full strategic review of all transport services in light of the countywide Dial-A-Ride tender.

ACHIEVED - Full review completed and approved by Trustees. Activity based costing is now in place for each individual service type. Negotiation of appropriate funding for our Community Transport operation in order to make it cost effective, as well as providing the finance to enable promotion and development of this service.

- Carry out detailed customer surveys for Shopmobility and Dial-A-Ride services to determine satisfaction levels.

ACHIEVED - Detailed surveys sent out to well over 600 customers with over 450 returned. Satisfaction levels very high and Saturday Dial-A-Ride service started as a result of survey.

- Introduce in conjunction with WCC the Bikeabout cycle loan scheme offering commuters and visitors the opportunity to reduce their carbon footprint and make a positive contribution to easing traffic congestion.

ACHIEVED - Operation started early in 2008

with a 2 year funding and operating agreement with WCC.

Our aims for the current year include:

- Winning the tender for Winchester Dial-A-Ride.
- Carry out an assessment exercise in order to evaluate the potential for further expansion of the Dial-A-Ride operation.
- Assuming improved funding is secured, to

develop the Community Transport operation so as to increase usage and thus substantially increase the number of passenger trips.

Satisfaction levels are reassuringly high and to quote one customer from Winchester

“How Jackie and Jane juggle the rosters is a miracle, and never a cross word! I can only say Thank You”

Photo: Dial-A-Ride minibuses raring to go



The Volunteer Centre Winchester aims to “Improve our community and people’s lives by opening doors to volunteering for all sections of the Winchester District” by delivering the 6 core functions of a Volunteer Centre as defined by Volunteering England - Brokerage, Good Practice Development, Marketing Volunteering, Developing Volunteering Opportunities, Policy Response and Campaigning, and Strategic Development of Volunteering.

We would like to thank our own volunteers without whom we would be unable to deliver our service. They perform a valuable role interviewing prospective volunteers, dealing with electronic volunteer applications and following up with volunteers and organisations.

Last year's aims included:

- Deliver appropriate training courses.
ACHIEVED - Courses on volunteering related issues delivered.
- Respond to private sector employee volunteering schemes.
ACHIEVED - Organisation of team challenge for Denplan - 57 staff completed 4 challenge projects.
- Continuation of a leading role in developing the volunteering infrastructure in Hampshire.
ACHIEVED - Successful chairing of the Hampshire volunteering network to put it on a more strategic footing.



Photo: Volunteer Awards Ceremony at IBM with Mayor and MP, October 2007

- Obtaining long-term funding for the 'Volunteer Ambassador' and 'Database Administrator' roles.
NOT ACHIEVED - Volunteer Ambassador departed end of March 2008, this was a very valuable role.
- Better measure the 'impact' of people volunteering.
PARTLY ACHIEVED - It is very difficult to get feedback from volunteers and organisations.
- Deliver an annual Volunteer Award Ceremony.
ACHIEVED - Successful Award ceremony hosted by Mayor and MP at IBM Hursley in October 2007.

Our aims for the current year include:

- Improve our methods of 'measuring impact'.
- Deliver an annual Volunteer Award Ceremony.
- Establish effective ways of working in view of lost staffing hours.
- Deliver a citizenship programme in partnership at Henry Beaufort School.
- Continue to influence county Volunteering Infrastructure development.
- Be aware of and respond to wider political and policy impacts on volunteering.

Quote from one of our volunteers:

“Through your help I may be on my way to a new career by first gaining experience as a volunteer”



Photo: Volunteer Centre Winchester Staff and Volunteers

WACA Members 2008

A2 Winchester
Age Concern Winchester
Alabare Christian Care Centre
Alresford Youth Association
Alzheimer's Society, Winchester & District
Attend
Badger Farm and Olivers Battery Residents Association
Badminton England
Bishops Waltham Gateway Club
Boaz Project
British Limbless Ex-Servicemen's Association (Soton & Winchester)
Cancer Research UK (Winchester shop)
Careers Development Group
Carroll Youth Centre
Christ Church Winchester
Chrysalis
Citizens Advice Bureau, Winchester
Coeliac UK Wessex Branch
Colden Common Community Association
Colden Common Community Centre
Colebrook Club for the Blind and Partially Sighted
Contact A Family
CRI Winchester Clems
Curdridge Area Transport Service
Denmead Community Centre
Durley Memorial Hall ((Management Committee)
Emmaus-Hampshire
Filipino Association in Central Hampshire
Friends of King Alfred Buses
Friends of the Family
Hampshire Association for the Care of the Blind (Winchester Branch)
Hampshire Autistic Society (Head Office)
Hampshire Children and Families Forum - Meon Valley
Hampshire County Federation of Women's Institutes
Hampshire Development Education Centre
Harestock Neighbourcare
Hampshire Riding Therapy Centre
Hampshire Voluntary Care Groups Advisory Service
Hampshire Voluntary Housing Society Group
Home-Start Meon Valley
Home-Start Winchester & District
Independent Age
Intech
Itchen Valley Training Society
Kids (Snaps)
Leukaemia Care Society
Leukaemia Research Fund (Winchester District)
Marie Curie Cancer Care
Marwell Preservation Trust
Meon Valley Carers Together
Meon Valley Circuit Methodist Church
Milford House - First Atlantic Housing
North Stanmore Residents Association
Parent Partnership Service
People's Dispensary for Sick Animals
Phoenix House
Planning Aid
Rainer Wessex
Reach-Out
Relate (Winchester & District)
Service User Involvement Support Project
Simon Says
Solent Mind
South Downs Joint Committee
St Barnabas Church
St Cross Hospital & Almshouse of Noble Poverty
St John Ambulance Hampshire
St Johns Winchester Charity
St Mary's the Virgin Church, Twyford
Stonham
Street Reach
The Brendoncare Foundation
The Olive Branch Christian Counselling
The Princess Royal Trust for Carers
Trinity Women's Centre
Victim Support Hants & I.O.W
Westgate Support and Care

Wickham Community Association
Winchester & District Cricket Clubs Association
Winchester & District Domestic Violence Forum
Winchester & District Mencap Society
Winchester & District Multiple Sclerosis Branch
Winchester & District Neighbourhood Mediation Service
Winchester & District Savers (Credit Union)
Winchester City Centre Care Group
Winchester City Centre Chaplaincy
Winchester City Centre Partnership
Winchester Churches Housing Group (Keystone)
Winchester Churches Nightshelter
Winchester Detached Youth Work Project
Winchester Diocesan Council for Social Responsibility
Winchester Family Church
Winchester Litter Pickers
Winchester Live at Home Scheme
Winchester Muslim and Cultural Association
Winchester Pregnancy Crisis Centre
Winchester Quiz League
Winchester Rent Deposit Scheme
Winchester Resource Room Leonard Cheshire
Winchester Talking Newspaper Association
Winchester Young Carers Project
Winchester Youth Counselling
Winnall Community Association
Women's Royal Voluntary Service

WACA Associate Members 2008

Adult Services
Boarhunt Parish Council
BusinessName
Cheriton Parish Council
Chilcombe Parish Meeting
Child Guidance Service
Crawley Parish Council
Denmead Community Association
Denmead Parish Council
Henry Beaufort School
HMP Winchester
Kings Worthy Day Centre
Littleton and Harestock Parish Council
Old Alresford Parish Council
Olivers Battery Parish Council
Otterbourne Parish Council
Southwick & Widley Parish Council
Swanmore Parish Council
Teg Down Residents Association
WACA Individual Members 2006-2009

WACA Individual Members 2006-2009

* Rick Amey	* John Ormiston
* David Atwell	Cllr Jackie Porter
* Jose Chambers	Cllr Michael Reed
* Samir Dimachkie	* Geoff Roberts
* Mike Gardiner	* Beth Taylor
Helen Jesty	* Denotes WACA Board
Kevin Lea	of Trustee members (who
* Paul Maxlow-Tomlinson	are also current member
A C Moon	individuals)
* Cllr Sue Nelmes	

Please ask if you would like to receive this Report in larger print.

We wish to express our thanks for donations from individuals and to our funders, including Big Lottery, Hampshire County Council, Winchester City Council, Hampshire Police Authority, Hampshire Primary Care Trust, Home Office Victims Fund, The Children's Fund (Hampshire), Learning Disability Development Fund and other trusts and public organisations who have supported our work.

Winchester Area Community Action is a charitable company registered in England and Wales

Charity No. 1044945 Company No. 2960439 Registered Office: 68 St George's Street, Winchester