

Annual Report

For the year ended

March 2017



Charity number: 1019716

Company Limited by Guarantee Registered number: 02797768

Our Mission

Wessex Community Action's mission is to improve the wellbeing of people living in the Wessex area by providing help, advice, training and support to community and voluntary organisations.

Our Objectives

- To provide a range of support services that include training, information, advice and practical help
- To support, deliver and develop projects
- To identify need in local communities and work collaboratively to address those needs
- To encourage liaison between groups and organisations
- To support and enable active representation in the strategic planning of services
- To participate in and support the voluntary sector in strategic partnerships

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Board of Directors

Christopher Horwood Voluntary Sector Representative on Salisbury NHS
Foundation Trust's Council of Governors

Clive Hewitt

Jon Tucker

Mary Paisey MBE

Norman Barter

Peter Curbishley Chair

Peter Wrighton

Staff

Debrah Biggs Advisor to the Board of Trustees and HR Manager

Jane Davies Secretary to the Board of Trustees

Dennis Fletcher Financial and HR Assistant

Louise Hicks Office Assistant

Amesbury Youth Café

Jonathan Russell Manager

Darren Grinter Youth Worker

Redworth Club

Vera Westmoreland Manager

Salisbury Child Contact Centre

Amber Skyring Co-ordinator

Transport

Shani Marshall Manager

Bryan Griffiths Consultant (left February 2017)

Drivers:

Elizabeth Collins (left June 2016), Chris Coombes, Mark Guyatt, Gary Smith,
Geraldine Whetton, Richard Goodman.

Wiltshire Children & Families Voluntary Sector Forum

Lisa Lucas Co-ordinator

Professional Advisors/Auditors:

Fletcher & Partners, Crown Chambers
Bridge Street, Salisbury, SP1 2LZ

Bankers:

Unity Trust Bank
Nine Brindley Place, Birmingham, B1 2HB

Name and Registered Office

Wessex Community Action is a registered charity no. 1019716 and a company limited by guarantee, registered in England no.2797768

Registered office: Unit 6, Paxton Business Centre, Whittle Road, Churchfields,
Salisbury SP2 7YR

Telephone: 01722 326822

E-mail: info@wessexcommunityaction.org.uk

Web: www.wessexcommunityaction.org.uk

Governing document

Wessex Community Action is a company limited by guarantee incorporated on 9 March 1993, governed by its Memorandum and Articles of Association

Appointment of Trustees

Trustees serve on a Board of Directors and are Company Directors. Board Members shall be those elected annually at the Annual General Meeting. The Board shall have power at any time to co-opt any person representing a member to be a Board Member, either to fill a casual vacancy or as an addition to the existing members. Board Members so appointed shall hold office only until the following Annual General Meeting, and shall then be eligible for reappointment.

ACHIEVEMENTS and PERFORMANCE

Debrah Biggs, Advisor to the Board of Trustees

Peter Curbishley, Chair

Welcome to our Annual Report for the year 2016/17. It really has been a whirlwind year for Wessex Community Action and I'm sure the same goes for all our members in the current busy times in which we find ourselves.

The main focus of our activities has been around our Transport Service with a new partnership being forged with Akcess, a Not-for-Profit transport organisation, based in Swindon. The partnership is working well and at the time of writing we are looking forward to a further four years of successfully working together to serve the local community.

As well as our usual day centre and school runs, Shani and the team have been operating some shuttle services from the town centre to Five Rivers Health and Wellbeing Centre (formerly known as the Five Rivers Leisure Centre) with some partial funding from Wiltshire Council via the Salisbury Area Board. These have had a mixed take up but we hope to increase the marketing and therefore the numbers over the summer.

We welcomed a new member to our driving team for a short time: Richard Goodman, well known in the city as part of the Neighbourhood Policing Team, offered his services to us upon his retirement from the force in the autumn and soon became a valued member of the team.

The icing on the Transport cake was the delivery of our new bus, courtesy of a grant from the Department of Transport. We took delivery of the Volkswagen Crafter in October and have been using it for community work ever since. Getting out and about is essential for a happy and healthy life, especially in our later years. It's good to meet up with friends, to visit different places or just to have a change of scene; and who doesn't like going to the seaside for fish and chips or an ice cream? We offer trips for groups from rest homes, day care centres, people with disabilities, anyone over 60 years old and for any of our member organisations. If you would like to get a competitive quote please contact us in the office on 01722 326822, or by emailing transport@wessexcommunityaction.org.uk. We can also suggest ideas for your trips.

Amber has been busy with the Salisbury Child Contact Centre, not only welcoming new children and their parents to use the centre, but also undergoing a Feasibility Study. For several years now we have been considering the idea of providing Supervised Contact alongside our current

Supported Contact. Supervised Contact is needed when a one to one service is considered more appropriate than the informal group contact which we currently provide. Amber worked very hard on this study, researching trends and availability across the country and locally. The conclusion was that the service is needed in the area and once we have secured funding for our current services for the next 3 years we will pursue the idea further. Our thanks go to the Salisbury Area Board for funding the Feasibility Study.

In addition to all the work described above we have found some time to train several members of the Wessex Community Action team to be able to take samples for DNA and drug and alcohol testing. We have done this training through DNA Legal and are hoping to make it generally available to our contact centre families and members of the general public as and when they need it. There will be a charge for this service. Everyone agreed that it was very interesting training and we all learned a lot!

Vera continues to do excellent work with the Redworth Club which has a core group of loyal members with the occasional new member joining them. We have had an issue with some members not being able to access the group due to the cost of transport but we are hoping to address this later in the year and provide a minibus service from Salisbury to Amesbury each Monday and Thursday. If you know of anyone who would like to join the Redworth Club (details of clients and activities are given later in this report) please help them to make contact.

The Amesbury Youth Café (which also operates from the Redworth Centre but on different nights) has gone from strength to strength. Jonathan and Darren and all our volunteers work hard to help the young people to socialise and make decisions about other positive activities that they would like to do. Jonathan and Darren have started taking the café service out and about and have been helping the young people to join in with lots of things in the locality. Full details about the café and all the activities can be found in the section later in the report.

In the office Dennis and Louise have been working hard to keep up with the provision of all our usual services. Training take up has been disappointing and we would very much appreciate some frank conversations about your needs for training: what, when, where and how much you are prepared to spend. It is obviously a huge drain on resources to keep planning and cancelling courses, not to mention the frustration for the few people who wanted to attend. Therefore, we need your help to get it right first time!

Our payroll and book-keeping services continue to be popular but we are still able to take on a few more. If you are interested, please contact Dennis on

a Monday or Thursday to make arrangements, usual phone number (01722 326822) or email dennis@wessexcommunityaction.org.uk.

We offer a very competitive printing service and Louise will be happy to discuss your requirements and give you a quote - we are also able to laminate, staple and spiral bind items if needed.

In order to make more use of our premises in Whittle Road we have moved the office and training room around. The office is now downstairs with the kitchen and essential services (!), while our smartly refurbished training room is upstairs. Obviously we are still happy to accommodate anyone who would struggle with the stairs by using our partners' premises in other parts of town on those occasions, so please be sure to remind us of your requirements at the time of booking.

We are very lucky to have such a loyal and hardworking team and would like to thank all the staff, volunteers and our Board of Trustees for their continued support over the last year. Our final thank you, as always, goes to you, our loyal members, who have read this report and hopefully attended the AGM to learn more about what is on offer. Please do keep in touch and let us know how we can improve our services over the coming year.

OBJECTIVES & ACTIVITIES

The company was established under a memorandum of association which established the objects and powers of the charitable company. Under the objects the charity is established to: "...promote any charitable purpose for the benefit of the community in the administrative area covered by Wiltshire Council, the Borough of Swindon and its neighbourhood, Bristol and the counties of Gloucestershire, Somerset and Dorset, and in particular the advancement of education, the furtherance of health and the relief of poverty, distress and sickness."

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

Wessex Community Action has been carrying out these objects by focusing on local community needs and supporting our membership. We also provide payroll and photocopying services. Our activities this year have centred on the following:

AMESBURY YOUTH CAFÉ

Managers: Debrah Biggs (Line Manager) Jonathan Russell

Assistant: Darren Grinter

Relief Workers: Corrinne Clifford, Andria Walton, and David Gray



Volunteer Youth Workers: Iris Russell, Ed Naish, Tiphonie Wright, Raine Bell, Kim Penny, Lucy Mancy, Rosemary Northwood, Nikki Lyons and Pauline Gillespie

Main Venue: Redworth Club

Special Venues: Wyndham Hall, Amesbury Skatebowl, St Mary's Church, Amesbury Baptist Church

Sessions: 96

Individual Attendees: 135 (who attended more than 5 times)

Largest Attendance: 72

Average Attendance: 35

Usual Activities: Basic Food Preparation (toasties, pancakes, pizza, hot beverages, hot dogs), Pool, Xbox, Power Amplifier, Ball Games, Basketball, Skate and Scooter activities

Extra Activities: Nail Art, Sketch Art, Face painting, Balloon Art, Crazy Bikes, Gladiator Activity

Special Activities: Comedy Night, Salisbury Carnival, Outdoor Music Event, Skatejam, American Football, Barbecues (pre-cooked food only), Summer Evening Henge Walk, Home Cinema Night, Studio Theatre Trip, Buzz Action Roadshow, Illusionist Show.

Promotional Activities: Amesbury Festival of Youth

Amesbury Youth Café was established in 2015 to replace the old "Youffie" which had happened at Amesbury Sports Centre continuously since the 1960s. It has been managed by Jonathan since then with oversight, line management and financial management provided by Wessex Community Action.

The Amesbury Youth Café is a 'drop-in' Youth Club designed to meet basic leisure needs for young people aged 13 to 19 and steer them in the direction of other more specific positive activities.

Young People are able to attend freely, have access to refreshments and beverages and a variety of recreational activities. They are encouraged to set their own agenda and be involved in the planning and running of the facility, but with no obligation.

During the 2016/17 year, we saw one group of about 70 young people (16,17 and 18 year olds) move on to more mature activities, to be naturally replaced by a new group of about 65 teenagers aged 13, 14 and 15. This was a very unusual and dramatic change/turnover of Young People which

occurred over the summer of 2016. We viewed this as a huge success of the Youth Cafe that those young people felt ready and socially equipped to move on to other activities and interests. In addition to this the popularity of the Youth Cafe has spread mainly by word of mouth encouraging the new cohort to come and join with very little formal advertising being necessary.



We have 3 people with noticeable special needs who attend sporadically as well as 7 young people who have additional needs who attend special events but do not attend the ordinary Cafe nights.

We currently have 3 LGBT clients who have made their sexuality known to us although we are also aware of others who simply have not felt the need to talk or discuss their sexuality with the youth workers or volunteers. We had 7 young people attending from the Traveller Community in the Spring of 2017 who were welcomed and integrated well with our regulars. We have a few young offenders and a large number (14 - as far as we are aware) of Young People who are in Referred Education and not Mainstream Education. We are particularly proud of the way in which the Cafe environment enables these young people to feel confident enough to take part in the activities and mix with others from the area.

The Youth Café, with support from Wessex Community Action and hopefully a small amount of funding from Amesbury Town Council, is at the heart of the new Amesbury Youth Forum which is being formed to attract volunteers, provide training for all youth volunteers operating in Amesbury, share resources among all Youth Groups offering activities in Amesbury and provide mutual support and encouragement for Youth Workers and Organisers.

For the future we currently have planned a Stand Up Comedy night, 2 Barbecues, an Autumn Walk, Amesbury Carnival and Salisbury Carnival. Almost all of the events that happened in 2016 and 2017 are expected to be repeated during the 2017/18 year period if we are able to secure continuation funding.

REDWORTH CLUB

Vera Westmoreland, Manager

The Redworth Club goes on and on, providing a place for our members to be themselves. The club goes on, but things do change. For example, a few months ago we said a sad farewell to Jane, of Jane's taxis, who had been delivering us to where we wanted to be for more than a decade. But things go on – we are breaking in a new generation of taxi drivers!



Farewell to Jane
presentation of cards and
flowers

Membership fluctuates and we are actively searching for new members. Regrettably our latest loss has been caused by the closure of the home in Dinton, but there is hope. At the beginning of July we distributed an advertising flyer to every home in the community area and within 48 hours we received telephone enquiries about our club.

Of course, we can't tell if the calls will turn into members, but it is more requests for information than we have had in the last couple of years. We continue to promote the club through the Area Board's Health and Wellbeing panel and the Local Housing Panel. We are also networking through the Local Youth Network



Christmas Carols at the Club

Attendance and the number of members are unchanged (while we lost a member when Dinton closed we did have an ex member return to the fold). We have about twenty members, all of whom are regular attenders, with about a dozen on Thursdays and slightly fewer on Monday.

We still hold music and film nights, bingo sessions and occasional karaoke and Wii sessions. We still aim to

have something 'special' every month: with pub suppers and subsidised barbecues and garden parties, visits to the theatre and concerts.

The Tuck Shop continues to pay for CDs, DVDs, jigsaws, pool cues, Hot Cross Buns, Easter treats, birthday cards, drawing and craft materials, competition prizes, and last but not least, posters, photographs, returns and our monthly Signpost. And our prices have still not changed in fifteen years.



Another great Valentines Disco

SALISBURY CHILD CONTACT CENTRE

Amber Skyring, Co-ordinator



Salisbury Child Contact Centre (SCCC) is part of Wessex Community Action and has been delivering a service to families in Salisbury and South Wiltshire for the last 8.5 years.

The Salisbury Child Contact Centre is a service that provides the opportunity for children of separated families to meet with a non-resident parent after the breakdown of their parents' relationship.

Once a relationship has broken down often one of the hardest issues for parents to agree on is contact arrangements for their children, especially if

the parents have parted on acrimonious terms. Many children lose contact with the parent they no longer live with and the Salisbury Child Contact Centre helps these children to stay in touch with a non-resident parent if contact is deemed safe and appropriate.

It is important that children stay in contact with both parents as research is clear that children do better when they have a good healthy relationship with both parents.

The Centre is a 'supported' contact centre whose aims are to provide a safe, neutral and comfortable place for children to meet with their non-resident parent or family members. It is important that families who are experiencing hard decisions about access arrangements for their children have a safe neutral place to go. We maintain a stance of impartiality when working with parents and other family members and we uphold a strict code of confidentiality at all times.

Most of our referrals come through the Court, Solicitors, Social Services and CAFCASS teams and because of this close working relationship with these agencies we attend the Salisbury Court Users Group meeting for providers ensuring we develop and maintain a good working relationship with these agencies.

National Association of Child Contact Centres (NACCC) is the supporting membership body for around 350 child contact centres and services located throughout England (including the Channel Isles), Wales, Northern Ireland and the Republic of Ireland. It is the largest in Europe. SCCC is one of NACCC's Accredited centres and our services, policies and procedures are reviewed by NACCC every 3 years.

In terms of quality, NACCC has passed a review of the DWP quality mark for Help and Support for Separated Families (HSSF). The advantages of holding the HSSF include the recognition that the service meets a set of standards, developed by the sector and endorsed by the Government. It is a visual indicator providing reassurance to parents that the organisation is committed to helping them work with their ex-partner in the best interests of the children, and therefore avoiding conflict, unnecessary distress for the children, and the possibility of a prolonged court case. It is also an advantage to belong to a network organisation that shares a common vision, purpose and approach in providing support services to families as well as access to free tools, resources and discussion boards. As a member, SCCC are also able to display the HSSF quality mark as the DWP are satisfied, via the accreditation process that we too meet the standards.

We employ one paid part-time worker for 16 hours a week and currently have a team of 11 trained volunteers. The Centre offers supported contact for separated families operating out of the St Osmund's Pre-School on the 1st and 3rd Saturday of every month between 11:15 and 1:15pm. Referrals come through the National Association of Child Contact Centre's (NACCC) Safe Referral route or through our own Self Referrals system, Family Courts, Solicitors, CAFCASS or Social Services. During the past year we have

supported 19 families to use the centre thus helping 28 children to stay in contact with their non-resident parents.

SCCC receives no core funding from any statutory provider and has continued to fundraise to ensure maintenance of the existing service to families.

In the last financial year, the organisation made a decision to charge parents for contact sessions in a bid to create some income and help with the financial sustainability of the centre and thereby maintain our service to families. We were very fortunate to have been able to provide the service as a result of a legacy left to the centre in 2015. For the last 7.5 years this service has been offered either free to parents or more recently at very low cost, funded by grants from charitable trusts, however, this is sadly just not sustainable in the future.

Last financial year we sought and secured a small amount of funding from Wiltshire Council to develop a Feasibility Study exploring the potential of extending our existing service to include a Supervised Contact Centre that would sit alongside the existing Supported Contact. The findings from that report were published in June 2016. The Board of Trustees agreed in principle to developing a Supervised Contact Centre on the condition that we secured 3 years funding to continue to deliver the Supported Service. Only once financial security had been achieved for the existing service would we consider again developing the Supervised Contact centre provision.

Last year saw the development of our new website and on-line referral system. The new referral system is being used by both families and their representatives and has proved to be a successful new addition to accessing our services quickly and efficiently, reducing any delays in contacting us.

SCCC has also established a local network of Contact Centres from the South West that come together on a regular basis to support each other, share information and, where appropriate, train together. In the last year we organised some specialist training with Relate Dorset on 'Managing Challenging Clients'.

This year we have maintained the existing volunteer team. Each volunteer brings with them a set of unique skills that offer families and their children a safe and supported environment to meet. We appreciate and acknowledge their commitment to deliver the service, attend training and their professional engagement and interaction with all our families. Without our volunteers we could not provide this service.

Many thanks also to Trudy Sirman from the St Osmunds Pre-School who allows us to use their facilities and continues to support wholeheartedly the service we provide to families. Without their facility and support we would struggle to deliver this valuable service.

Last but not least a special thanks goes to Liz Sirman for her role as Volunteer Deputy Co-coordinator and Mentor to the Co-ordinator, and for facilitating

and leading on the very skilled job of working with Parents to develop and agree Parenting Plans so they can transition smoothly from the centre.

TRAINING

Our training courses remain a good source of information and guidance. Settling into our new premises in 2016 we started making use of our downstairs training room. It was fine for the smaller courses but we used other venues for larger courses.

All course details are posted on our website and are advertised in the weekly newsletter, weekly training newsletter, on Facebook and via our Twitter account as well as on the different Wiltshire areas of Our Community Matters (salisbury.ourcommunitymatters.org.uk/)



We have had good support from our members and have had a slightly better year of training with 113 delegates attending 18 courses run this year:

IT - 3 x Word, 2 x Excel, 3 x Publisher, File Management & Housekeeping

Short Courses - 2 x Level 2 First Aid, Level 2 Food Safety, Employment Law, Project Management, Minute Taking, Active Listening, Customer Care and 2 x Loan working.

We still need more support to continue delivering training and value our members' recommendations to others.

TRANSPORT

Shani Marshall, Manager

Transport is still a vital service delivered by Wessex Community Action. We continue to provide transport for 5 Day Centres and Exeter House Special Needs School on a daily basis as well as 3 days a week to Salisbury College. We have been running a shuttle bus on a Monday from Salisbury City Centre to Five Rivers for the Falls & Balance Class and on Thursdays a Shuttle from Salisbury via Castle Road to Five Rivers which is funded by Wiltshire Council.

On 5th April 2016 Shani Marshall and the drivers moved 38 residents with dementia from Stratford Court to the new Avonbourne Care Centre; the whole operation went really well, on schedule and we had all residents transferred and settled by 11am.



We continue to tender for contract work and have been busy with private outings for our members, especially during the summer months and around Christmas.

The Wiltshire Children and Families Voluntary Sector Forum

Amanda Bennett, Chair



The Wiltshire Children and Families Voluntary Sector Forum continues to work across Wiltshire to bring together voluntary organisations offering services for Children and Families. Bi-monthly meetings take place where organisations share information and update themselves on any new policies and procedures relating to working with children, young people and their families. Organisations also support each other which is particularly important in the current economic climate. A reduction in funding has meant that the Forum now operates independently with a self-employed administrator and Wessex Community Action continues to hold the contract and receive the grant monies from the Council. The full report can be accessed here:- (www.cfvsf.org/images/Documents_2017/Website/Annual_Report_June_2017_-_published.pdf)

FINANCIAL INFORMATION

STATEMENT OF FUNDS

	Balance at 1 April 2016	Income	Expenditure	Transfers in/out	Gains/ (Losses)	Balance at 31 March 2017
	£	£	£	£	£	£
Unrestricted funds						
General Fund	<u>143,831</u>	<u>204,275</u>	<u>(244,430)</u>	<u>10,598</u>	<u>2,042</u>	<u>116,316</u>
Restricted funds						
Salisbury Child Contact Centre	15,644	15,559	(15,541)	(1,680)	-	13,982
Redworth Club	15,261	11,504	(8,018)	(1,672)	-	17,075
Wiltshire Children & Families Voluntary Sector	49,525	15,362	(19,854)	(1,500)	-	43,533
The Heroine Project (WCH)	1,505	(462)	(1,043)	-	-	-
Amesbury Youth Cafe	4,814	13,104	(9,092)	(5,746)	-	3,080
DfT Community Minibus	-	47,504	(11,876)	-	-	35,628
	<u>86,749</u>	<u>102,571</u>	<u>(65,424)</u>	<u>(10,598)</u>	<u>-</u>	<u>113,298</u>
Total of funds	<u>230,580</u>	<u>306,846</u>	<u>(309,854)</u>	<u>=</u>	<u>2,042</u>	<u>229,614</u>

Restricted fund purposes:

Salisbury Child Contact Centre - to operate this essential service which benefits local children, enabling them to build relationships with both of their parents.

The Redworth Club - a social and leisure club for adults suffering from learning or physical disabilities, or recovering from mental illness.

The Wiltshire Children and Families Voluntary Sector Forum - hosted by Wessex Community Action. The forum provides a service enabling representation of the voluntary sector and essential information sharing.

The Heroine Project (WCH) - a drama workshop in relation to the First World War funded by Wiltshire Council.

Amesbury Youth Café - provides young people with access to refreshments and a variety of recreational activities including a Youth Club.

DfT Community Minibus - to support us to deliver community transport and vital services to those communities who may not be serviced by commercial bus services and to enable people in rural areas to access hospitals, shops, leisure facilities etc.

Transfers between general and restricted funds represent internal management charges by the charity.

**BALANCE SHEET
AS AT 31 MARCH 2017**

	2017		2016)	
	£	£	£	£
Fixed assets				
Tangible assets		52,865		6,845
Investments		<u>5,504</u>		<u>3,420</u>
		58,369		10,265
Current assets				
Debtors	26,910		109,955	
Cash at bank and in hand	<u>158,406</u>		<u>141,319</u>	
		185,316		251,274
Creditors: amounts falling due within one year		<u>(14,071)</u>		<u>(30,959)</u>
Net current assets		<u>171,245</u>		<u>220,315</u>
Net assets		<u>229,614</u>		<u>230,580</u>
Charity Funds				
Restricted funds		113,298		86,749
Unrestricted funds		<u>116,316</u>		<u>143,831</u>
Total funds		<u>229,614</u>		<u>230,580</u>

FIRST TIME ADOPTION OF FRS 102

It is the first year that the company has presented its financial statements under SORP 2015 and FRS 102. The following disclosures are required in the year of transition. The last financial statements prepared under previous UK GAAP were for the year ended 31 March 2016 and the date of transition to FRS 102 and SORP 2015 was therefore 1 April 2015. As a consequence of adopting FRS 102 and SORP 2015, a number of accounting policies have changed to comply with those standards.

Reconciliations and descriptions of the effect of the transition to FRS 102 and SORP 2015 on total funds and net income/(expenditure) for the comparative period reported under previous UK GAAP and SORP 2005 are given below.

RECONCILIATION OF TOTAL FUNDS	Notes	1 April 2015 £	31 March 2016 £
Total funds under previous UK GAAP		276,776	234,610
Accrued holiday pay	A	<u>(4,030)</u>	<u>(4,030)</u>
Total funds reported under FRS 102		<u>272,746</u>	<u>230,580</u>

Reconciliation of net income	Notes	31 March 2016 £
Net income previously reported under UK GAAP		<u>42,166</u>
Net movement in funds reported under FRS 102		<u>42,166</u>

Explanation of changes to previously reported funds and net income/expenditure:

- A Provision has been made for accrued holiday entitlements at 31 March 2015 and 2016 of £4,030 for each year.