



BEYOND OUR FOUR WALLS

Partnership project between East Riding Voluntary
Action Services (ERVAS) Ltd and The HEY Smile
Foundation funded by The National Lottery Community
Fund



Contents

Introduction.....	2
Project Support.....	2
Funding Support.....	2
Grant Management.....	3
Funding Toolkit.....	3
Suite of training courses – PowerPoint/YouTube.....	3
Best practice guides – PDFs	4
Funding Sources Information - PDFs.....	4
Annual Awareness Day guides – PDF	4
Fundraising briefs – PowerPoint/YouTube	4
Funding toolkit statistics	5
Financial/accountancy Support	5
Digital Resources.....	6
Feedback in relation to Finance/Accountancy Support.....	6
Associate Support.....	7
Organisational Development Support	11
Governance Toolkit.....	12
Policy Toolkit.....	12
Charity Support Clinics	12
Training Events	13
Training Events provided and outline.....	13
Views of training webinars including both attendees at live events and downloads	14
Feedback from attendees on training sessions.....	15
Smile's Trustee Academy.....	15
ERVAS Future Builders	16
Foundation Modules	16
Feedback from Participants	17
Volunteer Your Way initiative	17
Community Events.....	17
Thematic Hub development.....	18
Case Studies	20
What has worked	21
Project Budget and Actual Expenditure.....	21
Added value of the project	22
Future Partnership Developments	22
Future developments.....	23
Additional Feedback from end of project questionnaire.....	24

Introduction

Beyond Our Four Walls is a joint partnership project between East Riding Voluntary Action Services (ERVAS) Ltd and The HEY Smile Foundation. ERVAS was the lead partner on the project. The project was born out of the Covid-19 pandemic crisis in response to the Voluntary, Community and Social Enterprise Sector (VCSE) needs during this crisis.

Identified at the start of the project delivery was a clear plan of how the sector could be supported, including access to resources and support and how the expertise within both organisations could be brought together to support the sector through this difficult time.

During the first few weeks of the project, key resources were identified and developed, which included the work on a variety of resources in the form of on-line toolkits, webinars, virtual training sessions, thematic hubs, development of the Beecan system to establish a partnership referral system and development of support in the way of Associates.

ERVAS and Smile Foundation reviewed the reporting structure and function within the Beecan system and agreed a number of additional functions and change of text to ensure language/support messages are shared across both organisations. Umber Creative (Digital Partner for Beecan) created a new partnership function in response to these observations. VCSE organisations can request a free consultation when logged onto the system, policy guidance documents in place including a button to request support from a Beecan Partner. Also the Covid-hub website now embeds the East Riding VCSE Network areas of work; creating a shared platform for resources and directing VCSE organisations to trusted and accessible resources/information.

Monitoring requirements were developed and there were regular progress meetings.

Project Support

Funding Support

There has been a range of funding support provided to VCSE organisations. Working closely as a team, the officers on the project have provided funding searches for VCSE organisations setting out on a new path, support to VCSE organisations on getting organisations fit for funding, coaching with funding applications and providing a critical friend in relation to funding bids. Support has been provided not just from a governance point of view, but also in terms of shaping project design and talking to VCSE organisations about developing evidence of need, the case for support, planning the project and costing it out effectively. In addition, support has been provided around alternative income sources in order for them to think about income diversification and to increase sustainability.

Some VCSE organisations were only at the very beginning of starting to think about long term financial planning, writing a business plan, developing a fundraising strategy and becoming more resilient and sustainable, before then being in a position to develop new projects on the back of that.

By the end of the project the Funding Officer had worked with over 60 VCSE organisations. Of these 41 received funding support only, 19 also received development support, support was also given for organisations to access the Beecan system. In total the Funding Officer has undertaken 272 activities with these VCSE organisations.

Grant Management

The development and delivery of the Stronger Together Committee (includes East Riding VCSE Network representation) have reviewed the sector priorities and match funding restrictions. The programme was paused for a short period of time from 30th October 2020 to conduct a short evaluation and relaunch programme. The Help for Health (Stronger Together Funding Partner) has maximised sector knowledge from the Stronger Together Committee and continued to release grants in partnership with a total value of funds available of £100K.

To date 85 organisations have applied for support via Stronger Together and over £150,000 in funds has been distributed, with the top five services supported by the fund include: Older people with ill health, Isolation within rural communities, children (6-11), and Children and Young People with SEND.

Beecan has become a shared grant management that has connected new funding to local VCSE organisations. Over the last 6 months, 132 applications have been approved releasing £193,092 from, I AM Fund, ERYC Improved Better Care Fund and Help for Health. This has included the RB Small grant programme, I AM Fund, NISA (MADL), as well as CCG funds from Hull & East Riding. The RB charity committee recognised the opportunity and need to continue supporting multiple charities during 2021 and has since relaunched their corporate volunteering and fundraising efforts using the Beecan and Volunteer Your Way Platform.

Funding Toolkit

The development of a Funding Toolkit has provided a legacy resource for VCSE organisations. This is available on the ERVAS website. Statistics show the rapidly growing number of unique visits to these resources. These have not only been accessed by VCSE organisations but also by other support organisations who are signposting to them including York CVS, East Riding of Yorkshire Council Health & Wellbeing team and East Riding Football Association.

To date 38 resources have been created within the toolkit which includes a range of reports, templates and funding sheets. In addition, 16 fundraising presentations are hosted on YouTube and the ERVAS website. This legacy of resources includes:

Suite of training courses – PowerPoint/YouTube

- Beginners Guide to Fundraising
- Your Guide to Grants
- Your Guide to a winning bid
- Developing your Fundraising Strategy
- Your Guide to Budgeting
- Your Guide to Beecan (guide only)
- Fundraising briefs – suite of 'talking heads' presentations (see below)

Best practice guides – PDFs

- Are you ready to fundraise?
- Template Fundraising Strategy
- A-Z of fundraising with the public

Funding Sources Information - PDFs

- Over £10k
- Under £10k
- Arts
- BAME
- Churches & Church Groups
- For groups near Windfarms & Landfill sites
- Individuals
- LGBTQ
- Women
- Older people
- Learning disability
- Physical disability
- Mental health
- Homelessness
- Veterans & Armed Forces
- Mutual Aid groups
- Community Interest Companies (CICs)
- Environmental projects
- Sports
- Refugee & Asylum
- Village Halls and Community Centre's
- ER & Hull Local Trusts
- Schools
- Digital projects
- Staffing & running costs
- Children, Young People & Families
- Young People with Disabilities

Annual Awareness Day guides – PDF

- Annual calendar of awareness events for fundraisers

Fundraising briefs – PowerPoint/YouTube

- Raising money with Gift Aid
- Legacy Giving
- What is Crowdfunding?
- Writing a winning bid
- Finding grant funding
- Fundraising by Text
- Fundraising through lotteries
- Understanding your donors
- Thanking your supporters
- Corporate fundraising
- The code of fundraising practice
- Building a resilient funding stream
- Giving Tuesday and annual fundraising campaigns

- Why you need the money
- What is social investment
- Fundraising through payroll giving

Funding toolkit statistics

Page	Oct-Dec 2020	Jan-March 2021
/funding/	113	149
/funding-updates/	75	n/a*
/funding-finance-links/	55	n/a*
/funding-and-evaluation/	48	56
/funding-downloads/	34	n/a*
/funding-toolkit/	54	445
/funding/easyfundraising/	Na	175
TOTAL VISITS	379	825

*Some of the toolkit sheets were updated and combined with other information to ensure accessibility and ease of use for beneficiaries, hence why some figures have n/a next to them for 2021.

Increase in number of visitors to the online resources of 200% in only 3 months.

Financial/accountancy Support

There was a range of financial/accountancy support given to VCSE organisations to support them over the course of the project. We worked with over 113 VCS organisations across the following areas:

- Coronavirus Job Retention Scheme Claims – we submitted 91 claims totalling £209,466.70 for 18 VCSE organisations for 76 employees that were furloughed.
- Coronavirus Job Retention Scheme Support – we provided advice to 5 VCSE organisations and reviewed/recalculated 18 CJRS claims of 2 VCSE organisations who had misunderstood the guidance and over claimed funding from HMRC.
- Set-up QuickBooks systems for 6 VCSE organisations and provided training and support as required.
- Redesigned the QuickBooks system of 1 VCSE organisation so that it would enable them to manage their restricted funds, budgets and finances in a more effective and productive manner.
- Set up an Excel accounting template for 1 VCSE organisation and provided training on how to use it.
- Amended excel spreadsheets for 2 VCSE organisations

- Prepared 22 sets of accounts at a subsidised rate to 15 VCSE organisations, 7 sets of accounts related to 2 organisations who had closed down but had not fulfilled their obligations to the Charity Commission. In relation to accounts prepared we were legally required to report 6 VCSE organisations to the Charity Commission and submit 1 Suspicious Activity Report to the National Crime Agency due to financial issues identified during independent examinations.
- Provided bookkeeping support for 4 VCSE organisations.
- Supported 2 organisations with cash-flow forecasting and budgeting requirements.
- Provided advice on a variety of accountancy matters to over 113 VCSE organisations.
- Submitted 6 Charity Commission Annual Returns for 3 VCSE organisations.
- Delivered 2 presentations to the East Riding Village Halls Network on Annual Accounts and Paying Staff to 52 people from 49 VCSE organisations.
- Delivered a Budgeting Session to 16 people from 16 VCSE organisations.

This support was a mix of remote support through Zoom and face to face support where it was assessed to be essential due to the needs of the VCSE organisation.

Digital Resources

Due to previous funding from the National Lottery Community Fund (BASIS funding which ceased in 2013), there were already digital legacy resources including 22 Good Practice Guides and several templates. These have been reviewed within the period.

During this period, there were 135 unique visitors to the accountancy downloads section on the ERVAS website and 129 unique visitors to the accountancy information pages on the website.

Feedback in relation to Finance/Accountancy Support

"I just want to say what an excellent friendly service you have provided.

I am not an accounts person at all but have found with your help and guidance QuickBooks to be an easy, brilliant accounts system, which is something I never thought I would be saying.

Thank you it has made my job so much easier!"

"Sian has been teaching me how to use Quick Books for a few months now. Her help has been invaluable. The Skate park is a Limited Company by Guarantee (non-profit making) and also a registered charity. As such it is really important to get the accounts correct allowing for restricted and unrestricted funds etc. I had some self taught knowledge of Quick books but was unaware of many of the features and Sian has been very patient in explaining these things to me. She has visited me at home for a morning and has done several zoom sessions with me where we have been able to share screens. I have been able to see what she is doing and she has been able to see and correct my mistakes, always explaining what I have done and showing me how to do things properly.

The accounts for the Year are now ready, our bank account is connected so that I can keep up to date with things in this current year and I have learnt so much from Sian that I am very grateful. As an organisation that depends on fundraising and grants we would not have been able to afford to pay for this kind of help. As I have said before many thanks Sian for your patience and understanding of my limited knowledge. I would recommend this service to anyone that thinks they could benefit from more knowledge of Quick Books."

"Thank you so much for taking the time to do this. I really appreciate that I will be able to get it sorted this pay day. We are opening up again tomorrow so it's a really good point to do that."

"It gives me the opportunity to affirm that we are most grateful for the hard work which Dawn undertakes on our behalf; we are glad that it is possible for her to continue to support us through these times."

"This is great, just what we needed. Thank you so much for getting this to us quickly."

"Thank you both I really appreciate all the hard work".

"Since we started R-evolution have been working in partnership with ERVAS to assist our development. This includes sourcing volunteers, running joint projects, providing DBS checks and providing funding and governance advice. We have been particularly grateful to receive support from ERVAS through expert accountancy advice including introducing us to QuickBooks, dealing with our payroll, preparing accounts and providing general advice. Over the past 6 months ERVAS have been helping us grow assisting on a more detailed level including helping us to review our financial procedures, prepare for VAT registration, help us with coding for our budget and develop a quarterly report format. Without the support of ERVAS we would have needed to either employ a dedicated member of staff or source expensive consultant accountants. We are very grateful to ERVAS for their continued support and owe much of our financial progress to their assistance."

"Thanks for this, I've already had someone say they found it very informative - and also we had a chat with new member N Frodingham who said he had taken lots of notes."

Associate Support

To ensure Associate Support funded via this programme did not duplicate the existing infrastructure contract, HEY Smile Foundation conducted Charity Chats to explore the need, urgency and commitment to utilising commissioned professional support. Managing community spaces, workforce training and safeguarding during Covid restrictions were reoccurring themes. Remote working and digital offer was also highlight but created an exciting opportunity to develop sector-led solution by brokering and testing learning from another VCSE lead.

Group	Description of Support	Value
Goole Youth Action	<p>Capacity building: Partnership of youth groups required workforce development support to improve quality of engagement and extend outreach work during Covid restrictions.</p> <p>Eight VCSE organisations benefited from capacity building support. Giving existing funders assurances grants as well as improved opportunities to apply for additional funds.</p>	£8,567
East Riding Village Hall Network	<p>Capacity building: Practices managing safe space and enabling hall hirers with safeguarding measures, identified as an area of improvement.</p> <p>Consultant commissioned to work with the network to build policies and awareness resources to improve safeguarding culture. Replicable resources that will directly support 58 members and disseminated to over 100 rural community facilities.</p>	£2,950
Anlaby Community Care Association	<p>Legal Support: Prior to Covid group trustees had difficulties bringing together a strategy to save the building. Humber Wolds Rural Action supported the development of Haltemprice Men in Sheds to become a CIO and positioned to accept the asset.</p> <p>However due to ACCA trustee capacity during Covid and legal considerations with East Riding of Yorkshire Council; Rollitts Solicitors was commissioned to provide closure support and ensure assets transferred complied with the lease with the local authority.</p>	£4,194

Haltemprice Men in Sheds	Legal Support: As an interim solution to save the ACCA community facility, a license arrangement was implemented to allow HMIS access to repair the space and prepare for their MIS activities. A solicitor was commissioned to provide legal guidance prior to signing the agreement.	£540
Welcome Centre	Policy and leadership development: A newly registered charity established to support BAME communities across Hull & East Riding. Required leadership support and policy development bespoke to the areas of work that will create opportunities with NHS services.	£2,005
Adverse Childhood Experiences Training	<p>Capacity building: During fit for funding review of Positive Activities Grant Applications (funded via East Riding of Yorkshire Council). A number of youth groups across East Riding demonstrated lack of awareness of Adverse Childhood Experiences.</p> <p>To support stronger children and young people engagement/support and improve VCSE workforce capacity. Two day workshop was commissioned for 15 organisations.</p>	£250
Butterflies Memory loss	Website consultant: to review systems and digital operational needs. Challenges to promote their support and keep beneficiaries up to date during Covid highlighted an opportunity to improve website and back office functions.	£300

Cornerhouse	<p>Website consultant: Support services within schools and volunteer mentoring programme was paused during Covid restrictions. Received business planning support from Lloyds Foundation and identified opportunities to deliver a digital service and manage impact using a new CRM system.</p> <p>Digital consultant provided insight into opportunities and connect the group to another local Charity that experienced similar challenges but with a developed solution (Matthews Hub)</p>	£300
Matthews Hub	<p>Shared digital development: In response to observed digital challenges to improve website and implement safe CRM systems; Matthews Hub was approached to share insight into their existing systems.</p> <p>Discussed opportunity to grow Matthew Hubs support, while developing a shared system that could be address VCSE digital challenges.</p> <p>Funded resources to support Legal and system development to enable licencing of CRM system and impact monitoring software.</p>	£6,000
	Total	£25,106

Organisational Development Support

During the period of the project, the Development Officer's work has involved working directly with more than 84 VCSE organisations. This included:

- Advice on setting up new VCSE organisations, with appropriate structure
- Organisational health checks
- Assisting with applications for CIO status, CIC registration and Unincorporated Association Constitutions
- Amending trust deeds and constitutions
- Support for partnership working
- Governance advice/working as trustees
- Support for dissolution of registered charities
- Policy development and support
- Support and advice on running charitable organisations
- Website development offering free design and development services
- Trustee mentoring and coaching to ensure they are aware of the responsibility and the cross section of skill sets and appropriate balance required for a sustainable and successful structure
- Project and business planning support to have the appropriate plans in place to achieve a successful outcome
- Marketing support to promote a new group or service or gauge opinion on the potential demand
- Monthly online Support Clinics

Direct support was given to organisations, this was delivered remotely using telephone calls and zoom meetings. Being unable to meet face to face with VCSE organisations due to the Covid-19 pandemic has meant that, although we have been able to be more efficient with time, at times much of the deeper conversation that happens at face to face meetings has been lost. This has been an issue when coming to apply for CIO in particular, as we have not been able to glean a sufficient understanding of the proposed organisation and trustees often feel the need to rush the zoom meetings. Being able to get out on the ground and ask better questions would have meant we could have provided better support. That being said, we have made 9 applications for organisations to become Charitable Incorporated Organisation's, which provides limited liability to those VCSE organisations and reduces governance requirements in relation to other Charity Limited Liability structures.

The main issue many VCSE organisations have is they are aware that they don't know what they don't know. There is often a lack of understanding/knowledge about what is needed to operate a VCSE organisation and there have been organisations who have received assistance through this project because they simply did not have the right processes, knowledge and support available in the beginning.

Having the funding in place enabled us to provide some really good intensive support to VCSE organisations who really needed it. We have made good contacts locally, both with delivery and support organisations and it is generally felt that there will be a gap in the advice and support needed in setting up and running a VCSE organisation across the East Riding at the end of this project.

Governance Toolkit

As part of the work it was quickly established that organisations needed a basic understanding of the different types of charitable and VCSE organisations. Simple pdf factsheets were created and placed onto the ERVAS website, along with a legal structures table. These have been used by the Development Officer's as part of the information sent to VCSE organisations and will remain as a legacy resource. To date they have been downloaded over 50 times.

- Charitable Incorporated Organisation
- Community Interest Company
- Company Limited by Guarantee
- Company Limited by Shares
- IPS Community Benefit Societies
- Unincorporated Association

Policy Toolkit

In response to requests from VCSE organisations identified whilst working with them and at training courses, the Development Officer's published on the ERVAS website, a Policy Toolkit containing template policies for:

- Data Protection and GDPR
- Health and Safety
- Equal Opportunities
- Volunteers
- Safeguarding Adults
- Safeguarding Children
- Digital Safeguarding
- Reserves
- (Financial) Risk Management

In addition a Health and Safety Risk Management Template and a Financial Risk Management Template were included on the toolkit. To date 56 items have been downloaded. Again these will remain on the ERVAS website as a legacy resource.

Charity Support Clinics

Throughout the project, Charity Support Clinics have been held as drop-in sessions, via Zoom. 11 organisations have attended for a 15 minute slot. These have provided a further point of access for VCSE organisations and have proved a cost effective way of providing support on policy, funding and training in one session to a range of VCSE organisations and demand for these is on the increase.

Training Events

A series of training events (between 45 and 90 mins) were delivered via live webinar and recorded to be available on the ERVAS e-learning website, providing legacy resources. These were promoted through existing networks and communication tools.

Under different circumstances, delivering the webinars as face-to-face sessions would have allowed us to facilitate sharing of ideas, development of projects and collaborative working, building on the demand for the online versions. For example, a workshop on 'developing a compelling case for support' based on writing an application for The National Lottery Community Fund Awards for All for a fictitious voluntary group.

Training Events provided and outline

Beginners Guide to Fundraising

- To provide an overview of fundraising methods
- To outline the regulation of fundraising
- To provide guidance on developing a fundraising strategy

Your Guide to Grants

- To provide an overview of the types of grant funding
- To show you where and how to look for grant funding
- To help you get 'fit for funding'
- To outline the basics of applying for grant funding
- To look at the management and monitoring of a successful project

Your Guide to a winning bid

- To overview the basics of applying for grant funding, including eligibility criteria
- To look at what funders want to know about your application
- To understand how to sell your application
- The importance of building a relationship with your funders through monitoring & evaluation

Developing your Fundraising Strategy

- To provide template documents and source of information in advance of the course
- To provide guidance on developing a 3-year fundraising strategy looking at
 1. Where you are now
 2. Where you want to be
 3. How you will get there
- To undertake a SWOT analysis of your organisation
- To understand risk, reward and return on investment

Your Guide to Budgeting

- Overview of project budgeting
- Overview of budgeting for grants

Setting up your organisation

- To give an overview of the most common types of organisation
- To identify what charitable status means
- To give an overview of the process of incorporation and registration

Business Planning

- To outline why it is important to plan
- To give an overview of the business planning process
- To work through the key elements of a good business plan

Trustees Roles and responsibilities

- To provide an overview of the responsibilities and duties of a trustee
- To help you understand your governing document
- To explore the different roles, such as Chair
- To provide hints and tips for ensuring a successful governance

Managing your charity

- Introduce the Policy Toolkit
- To explain the difference between policies and procedures
- To look at how you manage your resources
- To introduce planning for the future

Views of training webinars including both attendees at live events and downloads

Course title	TOTAL AT 15/3/21
Beginners guide to fundraising	24
Your guide to grants	20
Your guide to a winning bid	28
Developing your fundraising strategy	16
Your guide to budgeting	16
Your guide to a winning bid	15
Setting up your Organisation	10
Business Planning	9
Trustees – roles and responsibilities	19

Managing your charity	15
Fundraising for your charity with Easyfundraising	40
Total number of attendees at all events	212

Feedback from attendees on training sessions

Feedback in general for training events has been excellent. All attendees who provided feedback, have rated the training good or excellent (4 or 5 out of 5).

"The presentation was well paced and the information was comprehensive."

"Used simple language, no jargon. Explained as if we knew nothing."

"Spoke clearly, gave us examples, allowed opportunity to ask questions."

"Sarah's speech pattern was excellent. I have mild hearing loss. I had no difficulty at all. She was confident and knew her subject matter. Very professional."

"You guys know your stuff!!!! You need to open a branch in London."
Jackie, London, attendee at Your Guide to Budgeting, February 2021

Smile's Trustee Academy

The Trustee Academy brings together VCSE leaders and legal professionals to give insight and explore how legislation and best practices are connected within the following areas:

- Governance and risk management
- Finance and strategic planning
- Trustee relationship and employees
- Safeguarding

Three legal firms, insurance expert and charity leaders have developed the programme in partnership with HEY Smile Foundation. The final session covers a mock trustee meeting that discusses safeguarding issue during a community event; this brings learning to life.

Privately sponsored as part of a Corporate Social Responsibility initiative for two local companies and so far over 60 individuals have completed the programme; a mixture of individuals seeking a trustee role and existing trustees that wanted to understand their responsibilities.

- Within the last six months we have support 3 cohorts; the third cohort is still active.
- If an individual missed a module they join the next cohort to complete the module.
- Cohort size ranges from 12-15

ERVAS Future Builders

During the project period ERVAS were successful in an 18 month partnership project with Two Ridings Community Foundation which has provided part of the match for Development Officer support for the Beyond Our Four Walls project, this project over the last 5 months has held 2 launch events for the Future Communities Initiatives project, with 13 attendees at the events, from 11 different organisations. The format of the event was a short presentation with opportunity to answer questions. The presentation was recorded and loaded onto our website on the Future Builders dedicated page <https://ervas.org.uk/organisational-development/governance/future-builders/>. This has had an additional 15 views since the launch event.

Publicity for these events was circulated widely including our newsletter and amongst our existing professional networks and VCSE organisations. Training was developed and delivered as follows:

Foundation Modules

Module 1 – Introducing the role – 5th March 2021

- To provide an outline of the role of a Trustee
- Discuss who can and who can't become a Trustee
- Identify actions that you can take with your organisation

Module 2 – Legal structures & charitable status – 12th March 2021

- Identify various legal structures
- To provide an overview of charitable status & registration
- Get to know your governing document

Module 3 – Trustees duties & responsibilities – 19th March 2021

- To provide an overview of main duties
- Introduce 'The Essential Trustee'
- Making decisions as a trustee
- Discuss trustee liability

Module 4 – Principles of good governance – 26th March 2021

- Trading
- Reporting requirements
- Reducing liability of trustees
- Building your board

All sessions ran from 10-11.30 am, with 16 participants signed up from 7 organisations within the East Riding. Any larger number would have led to us running the session more than once to enable active participation. The modules are based around a presentation however space is left after each subject to enable discussion and questions. All attendees are issued with a worksheet to complete during the session, and to take away action points. As we have a similar group of attendees at each session, they are beginning to build rapport and a sense of trust and sharing of issues and ideas.

Feedback from Participants

"We are finding the Future Builders Workshops so valuable! Looking forward to the next one."

"Thank you for today - more food for thought and things to check on!"

"Insightful as ever Sarah – whatever will I do without you!"

"I was telling my friend on our walk this afternoon how 'spot on' your session was this morning! The best online session I've had these whole lockdowns -and I average at least 10 a week!!!"

Volunteer Your Way initiative

Since Christmas 2020, HEY Smile Foundation has trained and connected 690 individuals to their local Primary Care Network to support the vaccination programme. Development of the Meet & Greet roles and coordination of volunteering and capturing the experience in partnership with Active Humber has created a legacy opportunity to enhance the culture of local volunteering.

With over 1,200 expressions of interests, Smile continues to evaluate the data to identify where volunteers are coming from, their motives and transferable skills to connect individuals to wider volunteering opportunities. So far awareness sessions covering; Community Transport, bereavement and befriending have been very well received from individuals that have never volunteered prior to vaccination programme.

Advanced BAME befriending training programme is also being delivered in partnership with NESTAC. These newly trained volunteers will be connected to existing BAME community organisations with support from the NHS funded BAME Health & Wellbeing Coordinator employed by Smile.

[Volunteer Your Way : VCSE : East Riding : Beecan](#)

Community Events

We have also delivered nine online community zoom events to the area including seven Local Links, one Charity Support Clinic and one Volunteer Fair with another planned for 30th March.

Local Links are monthly meetings to develop networking and collaborative working, facilitate knowledge exchange and provide an essential information service to social groups, public sector functions and VCSE organisations operating within the East Riding area. This includes the sharing of best practice, support, training and funding information.

The COVID-19 restrictions in place have meant previous face to face events had to move online. This has had both positive and negative effects on the levels of uptake. People who may not be experienced or confident with such a format, have reduced engagement at such events, whereas, for those who deliver functions more remotely, for whom a journey would have reduced the likelihood of attending, have seen an increase in engagement.

At each event there have been between 25 and 50 participants across all sectors.

These have been pivotal in developing new products and services, enhancing productivity and therefore increasing employment opportunities.

Charity Support Clinics are designed to be an “ask the expert” session providing answers to queries across the board that charity trustees or social enterprise employees may have. From governance to funding, and accountancy to training needs, we have provided a panel of experts and slots available to act as a quick and easy online format for people to engage and get access to their individual queries. The first being delivered in March as a trial, we are now setting up an annual programme of Charity Support Clinics with monthly themes ranging across the available support services.

Our first Virtual Volunteer Fair was a collaboration between ERVAS and the Department of Work and Pensions. The Hinge, Age UK, Safe and Sound Homes (SASH), SSAFA the armed forces charity, Citizens Advice Bureau and Smile Foundation all delivered presentations on their volunteering opportunities whilst ERVAS presented on behalf of East Riding Boxercise, Salvation Army, Dementia Friendly East Riding and Bridlington Street Angels and created a document with approx. 50 other volunteering roles within the area for future sharing and distribution across the catchment. Whilst potential volunteer numbers were limited on the day, we are planning a further event with an amended format. This will allow for those who may not be connected online, need additional support to access or are unavailable during daytime hours to access the information and engage in opportunities.

A monthly zoom meeting to encourage social business knowledge exchange and collaborative working between different organisations

The project is also collaborating with 9 VCSE organisations or projects to deliver specific neighbourhood improvement initiatives in the Bridlington area which will continue past the end of the project due to support provided through the National Lottery Funded project Bridlington Hub.

Thematic Hub development

HEY Smile Foundation coordinated updates and resources to support Voluntary and Community Sector Enterprise (VCSE) organisations during the first and second wave of Covid-19. An East Riding Covid Hub website was implemented with content management and messaging system linked to the Beecan CRM system. The site was rebranded and repurposed to become a dedicated resource for the East Riding VCSE Network to share their learning with the wider sector

www.vcse.uk

The East Riding VCSE Network Website Stats (since January 2021) are as follows:

- Received 1.5k unique UK visitors, most popular pages/sections viewed on the site include:
 - DOST Befriending (NHS Health & Wellbeing Coordinator = 178
 - Volunteering = 1,876
 - Beecan login page = 653
 - Covid re-opening = 99

Currently there are seven areas of work supporting thematic hub development. For example; Covid Re-opening support, Digital Divide, Training and Development and Fundraising. The platform creates a space that hosts and directs VCSE groups to these resources, encouraging a culture of self-development not dependency.

Smile identified and approached Associates in response to some specific themes that required a significant intervention beyond the VCSE development contract. For example Humber Emergency Planning Centre was connected to Public Health to directly deliver 12 months of VCSE Covid re-opening support (value £50,000. This resource was matched to the Stronger Together grant programme to give the advice and guidance as well as funding to implement; 83 community buildings received PPE packs, risk assessments review/development, telephone support and if appropriate a site visit.

Smile facilitated and developed the VCSE Network digital divide subgroup. The subgroup is currently exploring existing resources and opportunities to develop pilot initiatives to reduce the digital divide; members include VCSE, ERYC, Police and Crime Commissioner and the local telecoms company. Humber and Wolds Rural Community Council are currently developing digital health hub model with capital support from East Riding CCG, Timebank are exploring ICT re-purpose programme, and ERVAS is providing online fraud awareness. Smile brokered £40,000 to help implement proposed test and learn initiatives, while matching East Riding Adult Learning digital train the trainer resources to enhance volunteer workforce who are supporting their communities with digital challenges.

At the start of the Covid Pandemic ERVAS developed a Virtual Youth Hub which provides:

- Information for young people
- Information for parents and carers
- Information for those working with young people
- Digital activities and drop-ins for young people

This continued to run throughout the project period.

ERVAS also developed the Fraudwatch Information Hub supporting Victims of crime (such as fraud), this support is aimed at both individuals and agencies and has close links with Humberside Police and the Police and Crime Commissioner.

The project has identified a number of thematic groups, all of which will be working with both external agencies that provide support and with individuals requiring support, these include:

- Substance misuse: Support specifically for agencies that provide substance misuse services
- Homelessness: Support specifically for agencies providing support to individuals that consider themselves as homeless
- Veterans: Support specifically around veterans and agencies supporting them
- LGBTQ+: Specific support for activities/individuals and support for organisations providing support to the individuals

We envisage further thematic hubs to be developed and have invited associates to produce guest blogs, increasing sector awareness and confidence to implement system change and improve support services in response to community needs.

The development of thematic hubs and the identification of themes within the sector has enabled individuals from the private, public and voluntary sector to develop solutions to local problems.

Case Studies

Community Building Governance Review: A company limited by guarantee managing a community facility and social club within a peppercorn lease agreement, recognised the potential area to grow while managing its liabilities within its youth service. The group requested support from Smile to establish a CIO to separate their youth work from the main management committee, while allowing the new CIO to apply for funding not accessible within the existing structure. The request for support required further understanding to ensure a new CIO wasn't being established to attract funding and mask underlying issues.

A joint meeting between Smile, ERVAS and Rollits Solicitors was facilitated and the group were advised of the following options.

1. Set up another CIO as intended but would need to consider how the new structure would find trustees and have an agreement with the existing.
2. Complete restructure the organisation to become a CIO but would need to manage non-primary trading (currently within threshold).
3. Amend existing Articles and register as a charity alongside incorporated status. This would require Directors to evaluate their strategic intentions beyond a youth service.

The group accessed practical and legal experience to reflect on their needs, recognising a wider strategic organisation review was needed instead of rushing to establish a CIO for funding purposes. The quality of advice facilitated gave insight into long term needs of the organisation not a short term solution that would lead into two separate organisations.

What has worked

The project has had fantastic reach and has worked with many organisations and individuals across the East Riding. This has included:

- Over 260 VCSE organisations receiving direct intensive support in finance/accountancy, funding and organisational development
- 132 VCSE organisations have received funding via the Beecan system
- There were over 2,700 unique visits to digital information
- 9 organisations received associate support directly funded by the National Lottery Community Fund, additional organisations received associate support through the match funding.
- Over 980 individuals attended training sessions
- Held 9 digital community events
- Provided 2 presentations at Village Hall Network Events attended by 52 individuals
- Recovered over £200k in furlough payments for VCSE organisations
- Provided almost £194k in grant funding
- Developed over 70 digital resources to provide an ongoing legacy for the project
- There are currently 873 users on the Beecan system supporting 610 registered organisations.

Organisations have been able to access information in a variety of ways including digital training sessions, face to face, telephone support, digital events, zoom/teams meetings, digital resources, templates and guides.

The Beecan grant management experience for VCSE groups has been enhanced during this project. The new request for support function now connects VCSE organisations to resources and guidance from multiple partners.

The NHS funded BAME Health & Wellbeing Coordinator post has built an excellent relationship with voluntary groups supporting BAME communities, while guiding NHS services/resources to these groups to reduce health inequalities.

The key to the success of the project has been the blend of skills within the partnership. All staff working on the project have experience of working for and with VCS organisations, being Trustees, volunteering, business connections and running own businesses, and have brought all of this knowledge, expertise and skills to the project. With ERVAS ICT support, this allowed delivery services 'virtually' throughout the entire duration and to create the toolkits we have a lasting legacy for the project.

Positive relationships built with the health and wellbeing teams have allowed us to identify where there are gaps in support/knowledge.

Project Budget and Actual Expenditure



Beyond Four Walls
Actual Expenditure Ta

Added value of the project

There has been significant added value in relation to the project including:

- Cross fertilisation of ideas by encouraging collaborative working between VCSE organisations and projects, for example Withernsea Growing Together linked to Kingstrust.
- Strong partnerships and collaborative working across the sector have enabled the development and delivery of new projects which extend beyond the life of the project.
- Wider geographical partnerships with links into the Voluntary Community Sector Emergencies Partnership (VCSEP) and the Integrated Care System will enable increased sharing of resources well beyond the lifetime of the project.
- Digital legacy resources have been created that are free to access and are not restricted by geographical boundaries.
- Providing training remotely through Zoom reduced the geographical challenges that can be faced by VCSE organisations in rural communities. Where space was available, additional organisations from outside the area had the opportunity to attend training.

Future Partnership Developments

Future partnership developments include:

- East Riding VCSE Network: With platform that gives tangible identify for the members to share resources and updates, the system continues to group to support shared learning and host task and finish development initiatives.
- Volunteer Your Way Platform: Statutory partners recognise the value of the voluntary sector and the difference volunteers can make to the health and wellbeing within communities. The platform will continue to campaign and connect volunteers into inspiring opportunities, enabling a movement of volunteers while developing skills and interests to become more engaged within regular volunteering roles that best suits their passion and skills.
- CALLER Collective: Smile is already working in partnership with local befriending services with the vision to develop a shared local befriending model that will enhance the offer via a shared referral agreement. Partners recognise the need to offer seamless shared service to address isolation, while connecting individuals to social and support activities beyond a telephone service. VCSE partners are working with Smile to produce an Alliance model that could be linked to Active Communities concept developed by ERYC Public Health Team.
- Future Communities: ERVAS developed a partnership with Two Ridings Community Foundation this contract from Future Communities Initiative project (contracted by ERYC Rural Partnership Team through Wind Farm funds), runs for a further 13 months, this will continue to provide governance and succession planning support for VCSE organisations and increase the digital toolkits available.

- East Riding Food Poverty Alliance: ERVAS continued facilitation and development of the East Riding Food Poverty Alliance will enable support to those individuals within the community who are struggling. This will include the development of further social supermarkets and the development of a Click and Collect system to support the delivery of the Holiday Activities and Food Scheme over Easter.
- East Riding Village Halls Network: Following on from the presentations delivered by ERVAS at the East Riding Village Halls Network, we are exploring future partnership working.
- VCSEP: ERVAS membership of the VCSEP has led to increased partnership working with the British Red Cross, NAVCA and a range of National Charities and infrastructure organisations working across the Northern MAC Cell area to provide support through emergencies to communities and VCSE organisations. This has enabled us to link VCSE organisations with unmet needs with local support and broker additional support where this is more appropriate. It has also enabled us to raise issues through the Pulse Check and provide information to DCMS to influence policy. This has developed wider collaboration in the following priority areas:
 - 1) Food – in collaboration with Selby and District AVS and Cheshire West Voluntary Action we are undertaking a project which will collect data, share best practice and provide generous leadership to reduce food poverty.
 - 2) Digital – in collaboration with Humber and Wolds Rural Community Council and VONNE we are undertaking a project which will collect data, share best practice and provide generous leadership to reduce digital inequalities.
- Bridlington Hub: Development of the Bridlington Hub working with VCSE organisations in the Bridlington area.

Future developments

- Beecan Partners: The next scheduled update will involve assigning a user a profile; allowing volunteers, fundraisers and management committees to utilise the system with specific access privileges. There are wider infrastructure partners that could be brought together to offer a variety of VCSE development solutions within the shared platform.
- Associate Model: Unlocking and facilitating the resources directly in response to local VCSE needs was valued by the sector. The model encouraged VCSE organisations to acknowledge their challenges and receive intensive support to overcome them. This approach didn't lock a resource to a specific agenda or tool kit, but instead reacted to technical and legal challenges not usually accessible from a VCSE development contract.
- Training: ERVAS in partnership with the Skills Network has developed a new on-line learning portal which will enable us to provide a further 47 CPD accredited courses, as well as 48 level 1 and level 2 courses in a range of subjects, including Accountancy, Mental Health, prevention and control of substance misuse, social media and management techniques.
- Volunteer Centre development: Utilising the nationally recognised Do.it.org volunteering search system, we are developing the volunteer centre, to include a resource toolkit and support for organisations and volunteers. Some examples of the toolkit are, volunteer code of conduct, volunteer induction, volunteer handbook and example role descriptions. Also, increasing the opportunities available to broker volunteering opportunities across the VCSE organisations.

- Volunteer Your Way Platform: Continue the model to broker emotive task and finish volunteering opportunities, widening the offer to include a matching service to support corporate volunteering. This approach will inspire and lead individuals into impactful volunteering roles; a much needed approach that will build on the covid volunteer legacy

Additional Feedback from end of project questionnaire

"Found fundraising support exceptionally good"

"All of your staff have been very helpful and knowledgeable"

"Our group has benefitted tremendously from the knowledge and experience that the staff at ERVAS have given us. We are a small charity and have found the connection with ERVAS invaluable"

"I find the set up helpful- running a charity is a full time job without the time so you constantly feel like a failure, guilty like you should be doing more and generally like your drowning which isn't particularly positive- the above have helped"

Conclusion

Those VCSE organisations that have contacted us during the project are those who are thinking ahead and starting to plan their recovery. However the real crisis hasn't hit for many VCSE organisations yet and the fear is that many will not reach out for support until they are crisis point, by which time it could be too late for them to survive or recover.

Many VCSE organisations are burying their heads in the sand that everything will be okay when we get back to normal and can go back to our traditional ways of fundraising, but that will not be until at least summer 2021, if ever. All the evidence is that 2021 is not going to be back to fundraising as normal and therefore the number of VCSE organisations wanting to access our support is only likely to grow over coming months.

By the summer many VCSE organisations' reserves will be gone, with demand for services only growing as the year goes on – the demand for programmes supporting mental health, isolation and poverty is only likely to grow in 2021 and that will be coupled with reduced financial support from traditional fundraising for many VCSE organisations too. Many will have to look to new, unfamiliar ways to fundraise to survive and that's when they will really need our toolkits and one to one support.

As a result of the pandemic, many more people are wanting to make a difference in their local areas but setting up a new organisation isn't always the best option and there is a risk of duplication of effort. There is the tension between wanting to make a difference and actually making that difference in an effective and transparent way. This project has provided that support to VCSE organisations in navigating their way through.

This project has enabled the VCSE to relook at their governance, understand their approach to risk management and create a platform to self-develop. While bridging resources and expertise across all sectors within a shared platform that recognises partner's contribution, and at the same time release new funding to a specific development need.

It has provided support in relation to a wide range of finance/accountancy topics and there is ongoing demand for continued intensive support in certain areas, however for many organisations this may prove difficult to access due to reduced funds. Having this funding made support accessible to all those who need it regardless of ability to pay. Usually those that need the help the most – the support required would be outside of their budgets.

The project has achieved great outcomes but some areas have not worked as well as we would have hoped. The Beecan system was set up as a referral system that organisations could obtain support from with the facility to decide who was to provide that support. In initial discussions this facility was enabled, but ERVAS did not receive any referrals from this system from the Smile Foundation.

Both organisations have delivered the project and achieved the outcomes of the project with some elements of increased partnership working, however, the opportunities for partnership working and developing joint workstreams could have been significantly increased. Many projects and ideas have continued to be developed separately with very little future partnership planned. This is very clear with the Volunteer Centre development and the development of the Volunteering Your Way Platform, each project has its own merits, but are being developed separately. However, there would be real scope for these two areas to work very closely together.

Both organisations have some areas that overlap however due to the size of the East Riding, the number of VCSE organisations many of which are small due to the rurality of the area and the different delivery mechanisms employed by both organisations this is not a negative, it provides additional choice to the Sector and ensures that VCSE organisations can access support in the ways which suit them to empower and develop them to run their organisations in a supported, legal and safe way. Prior to Covid both organisations are extremely busy supporting their communities, volunteers, VCSE organisations and developing partnerships, but Covid-19 has exacerbated this and increased demand significantly on all services. In order to cope with this currently ever increasing demand additional resources will need to be accessed to increase capacity and avoid burn out of staff.

The expertise and experience of both organisations in different areas of delivery enable wider support to be provided across all areas of needs that the VCSE may have. This project has given both organisations a wider understanding of the services offered by each organisation and has succeeded in developing a better relationship.

Both organisations are innovative and continue to develop new services in line with community need, feedback and ensuring people are in the lead.

The partnership had significant challenges to overcome including external forces such as Covid-19, which meant that meetings were not conducted face to face which doesn't give opportunities for those corridor conversations and joint innovations, there were also increased pressures on both organisations due to the increasing demand and support needs of our various beneficiaries due to the pandemic, also external politics around the Council funded support contract within the East Riding of Yorkshire. Although, there have been challenges this will not stop us working together in the future and we will continue sourcing projects that will enhance partnership working.

Overall, the project has been a good learning curve and the delivery has been excellent, with a lot of legacy resources being held for the voluntary and community sector and excellent feedback from beneficiaries.