

# RAYLEIGH, ROCHFORD AND DISTRICT ASSOCIATION FOR VOLUNTARY SERVICE (A Company Limited by Guarantee)

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## Autumn/Winter 2010/11 Issue 33



CHIEF OFFICER'S UPDATE	2
RRAVS NEWS	3
MONEY NEWS	4
MEMBERS NEWS	5
LEGAL NEWS	7
HEALTH NEWS	8
COMMUNITY NEWS	10
TRAINING & INFO NEWS	14
USEFUL INFORMATION	15

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england

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Honorary President - Rt. Hon. Mark Francois MP    Honorary Vice-President - James Duddridge MP

When you've finished reading this, please circulate to  
your members and colleagues. Thank you

# Chief Officer Update

RRAVS continues with its vision to become more accessible to the community and local Voluntary and Community Groups, staff have attended a number of community based events with our partners, this includes the Information Days hosted by the Rochford District Local Strategic Partnership held in Hullbridge, Rochford and Great Wakering.

The Community Breakfast Forum events held in Rochford and Ashingdon have been well attended and a number of presentations provided by statutory and voluntary groups. If you would like to showcase your organisation at a future forum please contact RRAVS to arrange. Thank you to all who have attended these events during the past six months.

Please see the *dates for your diary* section of this newsletter and ensure you book a place at the:

## **8th Annual Information Day Event on 19 November 2010,**

If you would like to be part of this fun and informative event please contact the office on 01268 772796 for more details. The event format has changed for this year and will support those organisations licensed to do so to raise funds as the event is being held in the run up to Christmas.

As part of the planned improvements and changes at RRAVS the publication of this newsletter will now be provided in this format twice yearly.

This will ensure information is provided to local Voluntary and Community Organisations in as timely and cost effective manner as possible.

To aid this improvement RRAVS has redesigned the website [www.rravs.org.uk](http://www.rravs.org.uk). The site now hosts a variety of regular updates including consultations, RRAVS and member events, news and other publications such as RRAVS Volunteer News (bi-monthly) and the Funding News (monthly) are all available on the relevant pages of the website. As part of the improvements it would be helpful (if you have not done so already), to provide RRAVS with an email address for your organisation, as this helps to keep postal costs to a minimum.

As you are all aware the future of funding streams for voluntary organisations is less certain due to the current economic climate and the uncertainties this poses. The Comprehensive Spending Review (where Government allocates future funding to departments), will take place later in October 2010 and more clarity will follow once decisions taken here are finalised.

The focus of the government includes the Big Society and a greater emphasis on civil society and supporting the Voluntary and Community sector. This policy focus may provide opportunities for the sector as current service delivery may be affected and the future commissioning of services is to be determined.

An event to explore this is being hosted by the Basildon, Billericay and Wickford CVS on Saturday 30 October 2010, (details are enclosed).

There is a Commission for Enquiry focusing on the delivery of services to Adults in Health, Housing and Social Care taking place. The Enquiry will determine how these service providers may be able to work more effectively for the future. The findings will be communicated early in 2011. RRAVS is involved as the infrastructure organisation in this process, along with representatives from other local Council for Voluntary Services including, Basildon, Southend, Thurrock and Castle Point. If you are interested to know more please contact [SuWilliams@thurrock.gov.uk](mailto:SuWilliams@thurrock.gov.uk) Sue is the consultant leading on this work for the Commission, or alternatively call me directly.

Thank you for your continued support

*Jackie Brown*  
**Chief Officer**

We are extremely pleased to announce that both MP's serving the Rochford District have become Patrons of RRAVS.  
**Our President is The Rt Hon. Mark Francois MP and our Vice-President is James Duddridge MP.**

## **Christmas Community Carol Service**

Sunday 5th December 2010 at 4.00 pm

Holy Trinity Church, Rayleigh



## **A BIG THANKYOU TO ALL RRAVS VOLUNTEERS**

RRAVS staff and Trustess would like to thank all of its volunteers who help with Reception, Administration, Laptop Scheme and IT. Have a wonderful Christmas and we look forward to continuing to work with you all in 2011!

# RRAVS News



**Volunteer Centre**  
Rayleigh, Rochford & District

It's been a busy time here at the Volunteer Centre, and we have seen a record number of volunteer enquiries over the past couple of months with numbers almost doubling.

This means that the number of volunteering opportunities on our database has begun to shrink, so we are putting out a call to all volunteer involving organisations to get in touch with us if they need to recruit more volunteers.

If volunteer recruitment is something your organisation has not considered before, but don't know where to start, we are here to offer support and advice. We can provide information on recruitment, management and good practice. We work closely with other Volunteer Centres across Essex to ensure we are providing current and uniform advice and this also means we can widen the net in your search for volunteers.

You can visit our offices at 105a High Street (*please make an appointment first to make sure a member of the Volunteer Centre is available*), or we can come to you to discuss ways in which the Volunteer Centre can help you..

For more information about what we do here at the Volunteer Centre, you can visit our new website at [www.rravs.org.uk](http://www.rravs.org.uk) where you can also view our most up to date newsletters.

*Amanda Harris*—VC Coordinator  
*Jeannette Helson*—Assistant VC Coordinator



## Baffled by Computers?

### Over 50?



#### **LAPPTOP\***

**can help you with a Beginners Computer Course, Home Visits and a Computer Club.**



#### **Come along and learn computing skills in a relaxed atmosphere**

- Visit that website seen on TV
- Send emails with photos attached to relatives
- Transfer photos from camera to computer and print them
- Learn about Internet shopping

**\* LAPPTOP is a computer project for over 50s run by RRAVS and volunteers. Contact RRAVS on 01268 772796 for details or e-mail: [rravs@rravs.org.uk](mailto:rravs@rravs.org.uk)**

# Money News

## CHARITY BANK

**Charity Bank is offering charities and community groups a preferential rate for new loans drawn before the 31st December 2010.**

Charity Bank is a not-for profit bank that offers affordable finance to third sector organisations, including those that might not be able to borrow from commercial lenders.

The preferential rate being offered is a reduction of 0.5% p.a. on its standard interest rate. Interest rates depend on size, type and length of loan, but typically vary between 5.5% and 7.5%.

Since 1995 Charity Bank has made loans of £120 million to over 830 charities, social enterprises and community groups that reach 3,500,000 people through their work.

For more details or to see if loan finance is right for your organisation, please contact Charity Bank's loan team on 01732 774050 or visit

[www.charitybank.org/loans](http://www.charitybank.org/loans). For details of CharityBank's savings accounts visit [www.charitybank.org/savings](http://www.charitybank.org/savings).



*(Courtesy: Thurrock CVS, Speakout No. 95)*

## FUNDING UPDATES

Don't forget to check the Funding Update that gets sent out every month and is also available on the RRAVS website. These updates will let you know what deadlines are looming and most of them are local funders that are well worth applying to. Next Funding Update will be due around the beginning of November 2010 so keep your eyes open for available funding opportunities.

## EXPENSES

The subject of expenses has been much discussed in the political context this past year, but it has also come up with charities.

Trustees should not be out of pocket as a result of the work they carry out on behalf of their charity. Expenses are normally refunds paid by the charity of costs a Trustee has met personally to carry out their Trustee duties. A refund of this kind is not a Trustee payment, nor does it constitute personal benefit. But expenses do need to be properly controlled and approved.

The Charity Commission recommend that all charities have an expenses policy which explains to Trustees and staff exactly what expenses may be claimed and any restrictions that may apply. It is also important that arrangements are put in place to ensure everyone's expenses, however senior, are approved by their manager or a fellow Trustee.

Further information on Trustee expenses is available in guidance CC11 'Trustee expenses and payments'.

*(Courtesy: Thurrock CVS, Speakout No. 95)*

## HERITAGE LOTTERY FUND

Naomi Webb, Development Officer for the Heritage Lottery Fund (HLF) will be in Rayleigh on **Monday 15<sup>th</sup> November 2010** to offer funding information and advice on the whole range of funds administered by HLF.

**If you would like to talk to Naomi about a project idea, or if you would like a general chat about Heritage Lottery funding please call her on 01223 224880 to book an appointment.**

**Rayleigh, Rochford & District Association of Voluntary Services (RRAVS)  
105a High Street, Rayleigh, SS6 7QA**

## SAVE THE DATE!

### RRAVS Community Information Awareness Open Day



Friday 19th November 2010, 12.00 - 4.00 PM

The Mill Arts and Events Centre, Bellingham Lane, Rayleigh, Essex

Come along and find out what is going on in your community!

(HELD IN PARTNERSHIP WITH THE ROCHFORD LOCAL STRATEGIC PARTNERSHIP)

# Members News

## OLIVE TREE CENTRE

The Olive Tree Counselling Centre offers you a place to go if you are in need of help or support, or may be you just want someone to talk to. Our professionally trained counsellors are only a phone call away

Please contact Carol on: 07817106295



## RAYLEIGH, ROCHFORD and CASTLE POINT

### TALKING NEWSPAPERS for the BLIND

The Talking Newspapers provide a service of local news, information and articles from the Evening Echo and other papers, read by our teams of volunteers on to cassette tapes and compact discs.

These are sent, entirely free of charge, to anyone in these districts who is blind, partially sighted, or simply has difficulty in reading. There is no need to be registered sight-impaired. The tapes or CDs arrive by post in padded wallets, every fortnight, with FREEPOST return labels.

We can even provide tape or CD players on loan to those who do not have their own.

If you, or someone you know, would like to know what's going on locally, and can't manage to read the paper, or wish to know more about what we do, please telephone:

**Janet Berry**  
Chairman  
01702 541410

OR

**Ann Willis**  
Secretary  
01702 205169

Registered Charity No. 278578

## DIAL Basildon & South Essex helps its volunteers to get FITTER

DIAL Basildon & South Essex is celebrating after being awarded £8,317 from the lottery distributor awards for All. The Basildon based disability charity has used the money to install a new server based computer system in their main office in The Basildon Centre, St Martins Square, in Basildon Town Centre and in their office at The Beehive Centre in West Street, Grays. Once completed, this system will enable both offices to communicate with each other remotely supplying a better service to the disabled residents of Essex.

Until now both offices have had to work independently, transporting information from one office to the other and telephoning between each for updates and specialised information. This will now all be done at the click of a button, saving time for the staff and volunteers and offering an enhanced service to the disabled residents, carers, families and friends.

Jan Stevens, Manager of DIAL, said "This award will make a real difference to the way DIAL deals with all client enquiries and to the skills of the volunteers. FITTER stands for 'Full IT Training and Enabling Resources' and this is exactly what we will do. All volunteers will be trained to use the new system, improving their own skills and increasing their employability while enabling them to help the disabled people in the community. Without this grant from Awards for All this would not have been possible".

Due to this our email has now changed. The new email address is [enquiries@dialbasildon.co.uk](mailto:enquiries@dialbasildon.co.uk) To help people who only have mobile phones we have changed our telephone number to 01268 294400 or 294401 and the website [www.dialbasildon.co.uk](http://www.dialbasildon.co.uk) is currently being updated so please be patient and everything should be completed by the end of September. For further information, please contact:-

**Jan Stevens - Manager Tel: 01268 294495**  
Open Monday to Friday 10am to 4pm

# Members News

## SCOUTING IN HULLBRIDGE WHAT'S NEW?



### Hut Update

At the start of the summer phase one of the project to rebuild the 1st Hullbridge Scout Hut began with the demolition of our faithful hut which has served the youngsters of Hullbridge for over 40 years. After three weeks and a lot of hard work from a Hullbridge demolition company the hut is no more! As we have been granted planning permission our next phase will be to rebuild our beloved hut, once we have raised significant funds. These funds will be through allocated grants and various fundraising events in and around Hullbridge. So if you can please support these ventures.

As from September the group section meetings will be taking place at Riverside Primary School. I would like to thank the school for supporting the group and providing our new temporary home. In addition I would like to thank the congregation of St Thomas Church and members of Hullbridge Sports and Social Club for their help in relocating the group.

### Help Needed

I'm pleased to say the group is going from strength to strength with growth across all sections. However, to support this growth we need more adult help to work with the young people. Not only will you enrich the lives of the youngsters, you will get the opportunity to experience new challenges for yourself at the same time. If working directly with youngsters is not for you but you are still keen to help the group we also are in need of support in our fundraising, event organising and other roles. If you are interested please contact me on 07946485279 or 01268 771451.

### Golden Jubilee

2011 marks the 50th Anniversary of 1st Hullbridge Scout Group. The Scout Group was officially registered with Gilwell Scout HQ on the 14th April 1961. Obviously an occasion such as this cannot pass uncelebrated so if you have had any kind of involvement with the group in any capacity then we would like to hear from you so we can include you in our celebrations. In addition if you have any tales or funny stories about the group please forward them to us so we can create something which will remain a part of scouting history forever. Your recollections can be dropped into Hullbridge library and the staff there will be happy to pass them on.

Yours in Scouting

*Kevin Potter*  
Group Scout Leader

**Something you want to tell us? If you have an article or event you would like to include in the next RRAVS newsletter, please let us know .**

**The deadline for the spring/summer issue is Friday 15th April 2011.**

**You can either e-mail your info to us at [rravs@rravs.org.uk](mailto:rravs@rravs.org.uk) or send the article to:  
Amanda Harris, RRAVS  
105a High Street, Rayleigh, Essex, SS6 7QA**



# Legal News

## THE EQUALITY ACT

The Equality Act was passed on 8th April 2010 and will be implemented in phases from October 2010. It introduces new responsibilities as well as bringing together existing equality legislation. The Equality and Human Rights Commission will be providing guidance for employers, employees, service deliverers and service users.

Many of the employment provisions in the Act will impact on charities, and those which deliver public services will also be party to the new single equality duty. The Act includes the exemption which allows charities to discriminate where the governing document permits benefits to persons who share a 'protected characteristic' such as ethnicity, disability, sexual orientation, religion or belief. This provision was within existing equality law but the Charity Commission will be providing guidance over the summer to ensure charities can be confident that their objects are within the requirements of the new Act. It will also be important for donors or funders with specific wishes to be sure that they and the charity are acting within the law.

**For more information on the Equality Act visit the website: [www.equalityhumanrights.com](http://www.equalityhumanrights.com)**

*(Courtesy of Charity Commission newsletter summer 2010)*

## CHARITY COMMISSION NEWS

### Debt Collection Scam

The Charity Commission are warning of a scam involving people being telephoned by individuals claiming to represent the Charity Commission's 'debt collection department', and demanding payment for various services and advertisements. The Commission would like to make it clear that any such calls are bogus and should be reported immediately by calling **0845 300 0218**.

### Online Charity Registration

The Charity Commission has upgraded its online services to enable new charities to send in supporting documents electronically when they apply to register.

Online applications are already processed 54% faster than paper, and this upgrade will make the process even quicker because copies of a charity's government document, proof of income and other supporting documents no longer need to be sent separately.

*(Courtesy of Speakout No. 95, Thurrock CVS)*

## FIT AND PROPER PERSONS TEST

Under the Finance Act 2010 charities must have 'fit and proper persons' to manage their organisation. HMRC has published guidance explaining how it will apply this test to those who manage charities.

<http://www.hmrc.gov.uk/charities/guidance-notes/chapter2/fp-persons-test.htm>

## **Legal Updates - Equality law**

Equality and Human Rights Commission/British Chambers of Commerce quick-start guidance on equal pay audits for small and medium employers. They say a basic audit should take about half a day for an employer with up to 20 employees in five different jobs. [www.sandy-a.co.uk/employment.htm#equalpay-guide](http://www.sandy-a.co.uk/employment.htm#equalpay-guide) or go direct to [www.equalityhumanrights.com/equalpay-quickstart](http://www.equalityhumanrights.com/equalpay-quickstart)

TUC list of disability access resources (sign language interpreters, Braille transcribers etc). [www.sandy-a.co.uk/employment.htm#access-resources](http://www.sandy-a.co.uk/employment.htm#access-resources) or go direct to <http://tinyurl.com/2g34a2h>

Resources from the Government Equalities Office: 10 new Equality Act summary guides: including four specifically for voluntary and community sector organisations. From ACAS: Equality Act 2010 quick start guide for employers From the Equality and Human Rights Commission: More detailed guidance for employers, employees, service providers and service users, as well as guidance on the definitions of protected characteristics. [www.sandy-a.co.uk/employment.htm#equality-resources](http://www.sandy-a.co.uk/employment.htm#equality-resources) or go direct to: <http://tinyurl.com/36dgn7o> for the GEO guides [www.acas.gov.uk/index.aspx?articleid=3017](http://www.acas.gov.uk/index.aspx?articleid=3017) for ACAS <http://tinyurl.com/3829vhw> for the ECHR guidance.

Consultation until 31 October on guidance on the revised definition of disability. [www.sandy-a.co.uk/employment.htm#concepts](http://www.sandy-a.co.uk/employment.htm#concepts) or go direct to [www.officefordisability.gov.uk/working/equality-bill.php](http://www.officefordisability.gov.uk/working/equality-bill.php)

Consultation until 10 November on extension of public sector equality duty to cover age, gender reassignment, pregnancy/maternity, religion/belief, and sexual orientation [www.sandy-a.co.uk/employment.htm#advancement](http://www.sandy-a.co.uk/employment.htm#advancement) or go direct to [www.equalities.gov.uk/news/specific\\_duties\\_consultation.aspx](http://www.equalities.gov.uk/news/specific_duties_consultation.aspx)

**Courtesy of Sandy Adirondack  
(39 Gabriel House, 10 Odessa Street, London, SE16 7HQ)**

## NCVO Launches Get Legal Website

This month NCVO has launched a new online reference and decision making tool providing information and advice for charities, social enterprises and co-operative organisations and their advisors looking to develop legal forms and governance structures.

**The new Get Legal website is designed to:**

- \* Help individuals, organisations and their advisors understand different legal and governance structures
- \* Help individuals, organisations and their advisors decide what legal and governance structure will work best for them according to their objectives and vision.
- \* Provide signposting and templates to help individuals, organisations and their advisors take forward the ideas and recommendations.

**Visit the new website at: [www.getlegal.org.uk](http://www.getlegal.org.uk)**

# Health News

## Consultation on the NHS White Paper: have your say

The NHS White Paper, *Equity and excellence: Liberating the NHS*, sets out the Coalition Government's long-term vision for the future of the NHS.

The vision builds on the core values and principles of the NHS - a comprehensive service, available to all, free at the point of use and based on need, not the ability to pay. It sets out how the NHS will:

- \* Put patients at the heart of everything it does
- \* Focus on continuously improving those things that really matter to patients—the outcome of their healthcare
- \* Empower and liberate clinicians to innovate, with the freedom to focus on improving healthcare services

There are four supporting consultation papers on which the Department of Health is seeking your views:

- \* **Commissioning for patients.** The White Paper sets out proposals for putting local consortia of GP practices in charge of commissioning services that will best meet the needs of local people, supported by an independent national NHS Commissioning Board.
- \* **Local democratic legitimacy in health.** This consultation builds on the proposals in the White Paper to increase local involvement in decision-making in health. This will be achieved by local authorities having a stronger role in supporting patient choice and ensuring local people can have their say; taking on local public health improvement functions; and promoting more effective NHS, social care and public health commissioning arrangements.
- \* **Transparency in outcomes: a framework for the NHS.** The White Paper sets out how the Secretary of State for Health will hold the NHS Commissioning Board to account for delivering better health outcomes through a national NHS Outcomes Framework.
- \* **Regulating healthcare providers.** This document further outlines proposals on foundation trusts and the establishment of Monitor as an independent economic regulator for health and adult social care.

There is also a Review of the Arm's Length Bodies (ALBs) which is also open for consultation. The changes outlined in this report will reduce the number of health ALBs from eighteen to between eight and ten; this is expected to deliver savings of over £180m by 2014/15.

The results of the consultations will help develop the Health Bill which will go before Parliament later this year.

To read the White Paper and its consultation documents visit [www.dh.gov.uk/liberatingthenhs](http://www.dh.gov.uk/liberatingthenhs) or ring the communications team at NHS South East Essex on 01702 226629 for a hard copy of any of the consultation documents.

## !!!! LATE ITEM !!!!

### The Role of Designated Person/Lead Person for Safeguarding Children - A reflective workshop for those new to the role.

Tuesday 7th December 2010, 9.30 - 4.30 pm, Minerva Centre, Mundon, nr Maldon.

#### Course Aim:

This one day programme is for those who are acting in the role of designated or lead person for safeguarding within their organisation/departments.

The course is particularly aimed at those in district and borough councils, the community and voluntary sector including sports groups and those in other similar organisations.

For further information contact:

**Nicola Park, ESCB Development & Training Manager**

**T: 01245 506646**

**E: [nicola.park@essex.gov.uk](mailto:nicola.park@essex.gov.uk)**

**W: [www.escb.co.uk](http://www.escb.co.uk)**



# Health News

## YOUR NHS NUMBER

### What is my NHS number?

Your NHS number is the only national unique patient identifier, used to help healthcare staff and service providers match you to your health records, an important step towards improving the safety of your healthcare.

Everyone registered with the NHS in England and Wales has their own unique NHS number. **Your NHS number is printed on your medical card given to you when you register with a GP practice.** Each NHS number is made up of 10 digits shown like this: 943 476 5781 (this is an example number only).

If you have an old medical card, it will have an old style NHS number made up of both letters and numbers. This has now been replaced for all patients by a new NHS number made up entirely of numbers. Having the old style NHS number will not affect your care.

### Do I need my NHS number to get care?

No, it is not essential to know your NHS number, but it would be helpful if you are able to give it to NHS staff who need to find your health records.

### How do I find out my NHS number?

If you don't know your NHS number, or you have an old style number and want to know your new one you can:

- \* Contact your GP surgery (to protect your privacy they may ask you to show them some proof of identification).
- \* Or if you are not registered with a GP you can contact the PALS (Patient Advice and Liaison Service) team at NHS South East Essex on 01702 224629 who will be able to advise you how to find out your NHS number. (Please be aware your NHS number will not be supplied on request by telephone).

### Why is the NHS number important to me?

Your NHS number is unique to you. Using your NHS number to identify you correctly is an important step towards improving the safety of your healthcare.

If you know your NHS number, or have it on a letter from the NHS, or can show your medical card, you can help healthcare staff find your records more easily and share them safely with others who are caring for you.

As an added safety measure, you can start checking the correspondence the NHS sends you to make sure it has the right NHS number.

***If you have any queries please contact:***

***Paul Cook, Head of Information Governance at NHS South East Essex on 01702 314271***

## SOUTHEND UNIVERSITY HOSPITAL NEEDS YOUR HELP

***Would you like to learn more about our hospital?***

***Would you like to make a difference?***

***Become a member of the Foundation Trust***

Being a Foundation Trust gives our local community much greater involvement in our development, and also enables us to develop hospital services at a faster pace with less bureaucracy.

Everyone in Essex is eligible to be a member and becoming a member is free and brings many benefits including:

- \* Have a say in the future development of the hospital
- \* Hear things first and be consulted e.g. hospital performance and plans
- \* Access to NHS discounts
- \* Compare hospital practice and performance with other Trusts
- \* Vote in the election of the Board of Governors
- \* Stand for election as a Governor
- \* Receive the Governors' newsletter FuTure
- \* Meet clinical and administrative staff at events held throughout the county (see below)

**For more information on dates and venues, please ring the membership team on 0800 0185202 or e-mail [foundation.members@southend.nhs.uk](mailto:foundation.members@southend.nhs.uk)**

# Community News

## Disabled Persons Railcard

Disabled people can get a third off fares for themselves and a companion by paying £48 for a three year Railcard. To qualify, you need to meet any of the criteria:

- Receive Attendance Allowance
- Receive Disability Living Allowance
- Are registered as having a visual impairment
- Have epilepsy and have repeated attacks or are currently prohibited from driving because of epilepsy
- Are registered as deaf or use a hearing aid
- Receive severe disabled allowance
- Receive War Pension's Mobility Supplement for 80% or more disability
- Are buying or leasing a vehicle through Mobility schemes

For details on how to apply see the leaflet 'Rail Travel made Easy' available from stations or contact:

Tel: 0845 605 0525  
Email: [disability@atoc.org](mailto:disability@atoc.org)  
[www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

*(Courtesy of Speakout 95 Thurrock CVS)*



## Planning Aid

East of England

*Engaging Communities in Planning*

## FREE Town Planning Advice

Do you know a residents group or community group who needs help with a planning problem or who would like to learn more now about how planning may be affecting their local area in future?

Planning Aid provides **FREE** independent, professional help and support on town and country planning matters. We can help people to enjoy understanding the planning system better and make a difference to their local area - we tailor our help to **local needs**.

We can help with specific issues like commenting on a local planning application, explaining what an enforcement notice means, and advise on how to submit a planning application

OR

We can offer fun and interactive activities to community groups to learn about local plans or development proposals more generally and how best to have a say on the future of their area.

**If you are interested in finding out more please get in touch!**

Email: [eepas@planningaid.rtpi.org.uk](mailto:eepas@planningaid.rtpi.org.uk)

Phone: Community Planning **01223 351 597** or Caseworker **0870 850 9801**

Website: <http://www.rtpi.org.uk/planningaid/>

# Community News

## SAFE JOURNEY CARDS

Firstgroup has introduced cards for passengers to show staff when they need assistance. The 'safe journey cards' can be shown to a bus driver to let them know what sort of help you need, such as being able to reach your seat safely before the bus moves off or being told when you have arrived at your destination.

For further information visit:  
[www.firstgroup.com/safejourney](http://www.firstgroup.com/safejourney)

(Courtesy: Hearing helpessex Newsletter July 2010)



## LEADING CHARITY OFFERS FREE DATABASE TO SMALL CHARITIES AND COMMUNITY GROUPS

**London, United Kingdom - August 3 2010** - Lasa are offering an Advice and Information Management System database (AIMS Free) to all small community groups and third sector organisations across the UK, to help them deliver their services more efficiently and cost effectively in challenging times.

Last year the AIMS Free package was made available to all voluntary and community sector groups, and over 700 groups have downloaded the software to-date.

AIMS Free is simple to use and contains everything needed to start capturing details of clients and outcomes. From a survey taken of AIMS Free users 60% of respondents said that they found the package 'very helpful', and 100% said that they would recommend it to other potential users.

There is also a paid for version of the AIMS software. Like AIMS Free, this version comes with extensive guides and support materials, but also includes a full support contract, tutorials and training courses held throughout the year. Details about the package and instructions on how to download and install AIMS Free can be found at [www.lasa.org.uk/aims](http://www.lasa.org.uk/aims)

## **QUEENS AWARD FOR VOLUNTARY SERVICE**

The Queen's Award for Voluntary Service is the highest award given to volunteer groups across the UK for outstanding work done in their local communities.

Any group of two or more people doing volunteering work that is a social, economic or environmental service to the local community can be nominated for the award. In order to be nominated, volunteer groups should have been running for three years or more and do work that:

- \* Provides a service and meets a need for people living in the local community;
- \* Is supported; recognised and respected by the local community and the people who benefit from it;
- \* Is run locally.

Groups can be nominated at anytime.

For more details or to nominate a group visit [www.direct.gov.uk/thequeensawardforvoluntaryservice](http://www.direct.gov.uk/thequeensawardforvoluntaryservice)

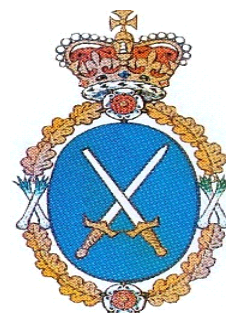


(Courtesy of Maldon & District CVS)

## **High Sheriffs' Award**

**"In recognition of Good Practice in Managing Volunteers"**

You will find enclosed in this newsletter a form for the above which encourages volunteers to nominate their voluntary or community group for an award. A cash award of £1,000 is given to the organisation which best demonstrates the use of good practice in providing encouragement, support, training and supervision to volunteers. Please make any volunteers aware of this award. Further information can be obtained from RRAVS. An electronic version of the form can also be found on our website. ([www.rravs.org.uk](http://www.rravs.org.uk))



# Community News

## **MESSAGE IN A BOTTLE**

Help us to help you. This is a community initiative, which has been established for some years now and is designed around those who live alone, suffer ill health or require regular medication.

A simple plastic bottle is placed in the fridge containing details of the person's next of kin, medical condition and doctor so that correct assistance can be given quickly and effectively in the event of any emergency.

Please contact Neighbourhood Watch if you require one.



## **WHEN YOU LEAVE IT - LOCK IT**

You may have seen this slogan being advertised as a reminder to always lock your vehicles wherever you leave them. It is an unhappy statistic that half the vehicle thefts taking place in Rochford could be avoided if everyone followed this simple and obvious advice.

## **PARKING ON PAVEMENTS AND VERGES**

We have recently had a number of complaints from local residents about inconsiderate parking practices of some neighbours and their visitors. Often there is not enough space left on pavements for pushchairs, wheel chairs or mobility vehicles to pass. Road space needs to be left for access by emergency services - it may be you or a neighbour who needs that ambulance or fire engine. Obstruction is an offence and parking on or damage to pavements and verges also contravenes local bylaws, and has been raised with the Essex Chief Constable at council meetings. So please show consideration to others.

## **BIKE TAGGING**

As previously mentioned bike tagging events are taking place around the county with a very successful one at Rayleigh Library last month. Apologies to those of you turned away when we ran out of time and kits. We have to warn that cycle thefts in the area are on the increase and our tagging initiative is in direct response to it. Please give the Neighbourhood Watch office a call to find out where and when the next tagging event is to take place. Meantime please make sure that your cycles are made secure at all times when left unattended.

**Your local NHW team can be contacted by phone, letter or e-mail:-**

**01268 770519**

**Rayleigh Police Station, 119 High Street, Rayleigh, SS6 7QB**

**NHWRayleigh@essex.pnn.police.uk**

## **Self-directed support (SDS)**

**Self-directed support** is a totally new way to provide adult social care. As the name suggests, self-directed support allows you to design and tailor your own support package to meet your own unique and special requirements.

This is a major change in the way adult social care services are delivered and Essex County Council is proud to be leading the way in providing targeted and personalised services that will really help to improve your quality of life.

**If you would like further information on this issue - we have booklets available at RRAVS, or log on to: [www.essex.gov.uk/sdss](http://www.essex.gov.uk/sdss)**

# Community News

## Make a Difference Day 2010

Make a Difference Day 2010 falls on the 30th October, with activities taking place across the country to raise awareness of volunteering and to get people involved in their community.

CSV have produced six free How-to Guides to help inspire groups with ideas for taking part in this year's campaign. The guides are as follows:

- \* **Volunteer as a Family**
- \* **Design your own T-Shirt**
- \* **Plant your Family Tree**
- \* **Make a Door Number Mosaic**
- \* **Grow a Champion Pumpkin**
- \* **Help Sea Turtles**

To request the full set, email [difference@csv.org.uk](mailto:difference@csv.org.uk) or call Freephone 0800 284 533.

The guides are available electronically and in hard copy, visit the website [www.csv.org.uk/campaigns/csv-make-difference-day](http://www.csv.org.uk/campaigns/csv-make-difference-day) for more information.

## BT Free Priority Fault Repair

If you have a long-term illness or disability you may be eligible for this free priority service. It is available on standard BT lines and provides priority treatment in the event of a fault occurring on that line. Priority is given ahead of other jobs, but immediate repair cannot be guaranteed.

For further information contact BT on  
**0800 800 150.**



*(Courtesy Disability Essex Newsletter: September 2010)*

## NEED MONEY OR INSURANCE ADVICE?



AGE UK, (the new name for Age Concern and Help the Aged), has a range of helpful free leaflets and booklets on money matters. For Example:

- \* Making the Most of your Money (easy tips to help money go further)
- \* How to Claim Benefits (about your entitlements, organisations that can help and what to do next)
- \* Be Money Smart (how to find the right bank, building society and insurance)

Order these or ask your questions on the information line  
**0800 169 6565** or visit [www.ageuk.org.uk/information](http://www.ageuk.org.uk/information)

*(Source: Home Library News, Summer 2010)*



## 2011 CENSUS: HELP TOMORROW TAKE SHAPE

Your 2011 census questionnaire will arrive in March. It's vital that you complete your confidential census questionnaire as the statistics are used to make decisions about our community. Our area received funding from government, based on the number of people living here, funding that can be used for schools, hospitals, transport and refuse collection. Everyday facilities like play parks, water pipes and even where your local supermarket branch is located, are based on census statistics. It's all confidential, so no one will see your personal information.

Find out more at [www.census.gov.uk](http://www.census.gov.uk)

## 2011 CENSUS - JOBS THAT BENEFIT YOU AND YOUR LOCAL AREA

Every ten years, we hold a census in England and Wales which gives decision-makers a clear picture of the communities their decisions will affect.

2011 is set to be the biggest one yet. This project could deliver real benefits to you and your local area. If you can spare a bit of time to get out into the community and help us gather the information we need, we'll make it worth your while.

Find out more and apply at [www.censusjobs.co.uk](http://www.censusjobs.co.uk)

# Training & Information

## How can your organisation benefit from Disability Equality Training (DET)?

Although essential, DET is not simply about complying with legislation; it is about providing better customer care to all of your users and creating a better working environment for all staff and volunteers. It also raises your organisational profile and can aid recruitment and funding/commercial opportunities. Participants will also get the opportunity to develop and share practical guidance for best practice.

The one day workshop from Essex Coalition of Disabled People equips participants with an understanding of the Social/Medical model debate and the principles of Independent living whilst gaining an overview of the Disability Discrimination Act 1995. For details on future training days or to book a place, call ECDP on 01245 392300 or visit their website: <http://www.ecdp.org.uk>



**The next DET training day will take place on Thursday 2nd December 2010, 10.00 am - 3.30 pm at Ivan Peck House, 1 Russell Way, Chelmsford, Essex, CM1 3AA**



## Voluntary Sector Training

**A registered charity providing training exclusively to the voluntary sector in Essex**

Voluntary Sector Training - training for the voluntary sector, by the voluntary sector.

**NEW** September to December courses now available on view online, on the course calendar page.

Bursaries available through COVER for those wishing to gain Teaching, Learner Support and Advice and Guidance qualifications.

**Contact us @ Voluntary Sector Training, 46 High Street, Great Dunmow, Essex, CM6 1AN.  
Telephone: 01371 876747**

**Please note you can now book your course online with our new booking form  
[www.voluntarysectortraining.org.uk](http://www.voluntarysectortraining.org.uk)**

## VOLUNTEERING ENGLAND LAUNCHES TWO VOLUNTEER MANAGEMENT INITIATIVES

### New Support Resource for People Managing Volunteers



Volunteering England's new **Volunteer Management Portal**, launched in June 2010, acts as a gateway to the world of volunteer management with links to over a thousand resources across England.

This means that - for the first time - information on support training and development opportunities for people managing volunteers is available to view in one single place.

If you work with volunteers, or know someone who does, this invaluable new resource will help you locate a wide variety of training providers and consultants, support and development opportunities.

**Visit the portal at <http://www.volunteering.org.uk/vmportal>**

### A different kind of investment—what does your organisation stand to gain?

Volunteering England recently launched the **Value Volunteer Management Campaign** to increase awareness of the value and importance of investing in volunteer management. Many key organisations have already shown support including the BBC, Microsoft, Barnardo's, RSPB, National Trust and PDSA.

These organisations know that investing in professional and strategic volunteer management really boosts the value they gain from volunteering, leading to increased budgets, raised organisational profile, strengthened service provision, improved community relations and much, much more.

Visit the campaign site at <http://www.volunteering.org.uk/valuevolunteermanagement> and find out what your organisation stands to gain. Make sure you sign the **Value Volunteer Management Endorsement** while you're there!

Both these initiatives are funded by the Office for Civil Society as part of Capacitybuilders' Volunteer Management Programme.

# Useful Information

## DATES FOR YOUR DIARY

Wednesday 27th October 2010	Olympic 2012 Volunteering Registration Closing Date	www.london2012.com
Saturday 30th October 2010	Diabetes UK - Eastern Region Volunteering Conference	Telephone: 01376 501390 Email: eastern@diabetes.org.uk
Saturday 30th October 2010	CSV Make a Difference Day	www.csv.org.uk
Friday 19th November 2010 2.00 - 4.00 pm	RRAVS Community Information Open Day	The Mill Arts and Events Centre, Bellingham Lane, Rayleigh
Sunday 5th December 2010 4.00 pm	RRAVS Community Carol Service	Holy Trinity Church, Rayleigh

### HEALTH ASSISTANCE

#### Out-of-hours Doctor

For urgent help when your GP isn't available (6.30 pm - 8.00 am weekdays, weekends, bank holidays). Call:

0845 850 3194 - Rochford District  
0845 850 2783 - Southend Borough  
0845 850 3194 - Castle Point

#### Emergency Dentist

NHS Dental Service for urgent dental needs only:

0845 603 1388

#### Dental Helpline

To find a dentist in your area, please call the dental helpline on 01702 226668. Or use the Find Your Dentist service on the South East Essex NHS Website: [www.see-pct.nhs.uk](http://www.see-pct.nhs.uk)

#### PALS (Patient Advice & Liaison Service)

For advice and concerns you may have or when you don't know where to turn.

Tel: 01702 224629  
Email: [pals@see-pct.nhs.uk](mailto:pals@see-pct.nhs.uk)

#### NHS Direct:

0845 46 47

### ROCHFORD DISTRICT COUNCIL

**Rochford District Council - General Switchboard:**  
01702 546366

**Rochford District Council -  
Out of Hours and Emergencies:**  
01268 527317

**Rochford District Council - Emergency Planning**  
01702 318132  
[Emergency.planning@rochford.gov.uk](mailto:Emergency.planning@rochford.gov.uk)

### OTHER USEFUL NUMBERS

**Essex Police:**  
0300 333 4444

**Essex County Fire and Rescue Service**  
01376 576000

**If you smell gas: National Grid**  
0800 111 999

**Essex and Suffolk Water**  
0800 526337

**Anglian Water**  
0845 7145 145

**EDF Energy**  
0800 783 8838

**HM Coastguard**  
01245 675 518

**Environment Agency Floodline Direct:**  
0845 998 1188

**Environment Agency incident hotline:**  
0800 807060

**Consumer Direct:**  
0845 4040 506

# Useful Information

## ESSEX COUNTY COUNCIL

Main switchboard: 01245 430430

Adult Community Learning	0845 603 7635
Adult social care	0845 603 7630
Children and young people	0845 603 7627
24 hour protection line for children & vulnerable adults	0845 606 1212
Environment	0845 603 7624
General enquiries	0845 743 0430
Highways	0845 603 7631
Libraries enquiry service	0845 603 7628
Registration	0845 603 7632
Schools	0845 603 2200
Trading standards (business)	0845 603 7626
Trading standards (consumer)	0845 404 0506
Essex traffic control centre (Monday to Friday 7am - 7pm)	0845 600 0110
Waste, disposal and recycling	0845 603 7625

***The views expressed in RRAVS News are not necessarily endorsed by Rayleigh, Rochford and District AVS. Whilst every effort is taken to provide accurate information, we accept no liability for any errors or omissions. The inclusion of an advert or insert does not imply endorsement by RRAVS.***

Your Notes