



Sector Support

North East Lincolnshire



Our Impact: 2016 - 2019



Sector Support North East Lincolnshire

Sector Support North East Lincolnshire is based at the Enterprise Village, Prince Albert Gardens, Grimsby, DN31 3AT.

Since April 2016 we have been funded by North East Lincolnshire Council and North East Lincolnshire Clinical Commissioning Group to provide a wide range of support to the Voluntary, Community and Social Enterprise (VCSE) sector in the area.

We provide a free, weekly bulletin with a host of local and regional news, funding opportunities, vacancies, training and events. To sign up, please go to www.sectorsupportnel.org.uk.

This report has been compiled by staff using feedback from our stakeholders, and covers the period of April 2016 to August 2019. To find out more about what we do, please call 01472 355793.

Photo: Emma Mathias

*‘Very helpful, professional and friendly, importantly I feel we are accessing a confidential service that has integrity. Many thanks’
- 2019 survey respondent*

Sector Support NEL would like to thank the VCSE groups and organisations, volunteers, partners and other stakeholders that contributed to this report, and who have championed and supported our service.

Report designed by: Victoria Hydes, CPO

Cover photo courtesy of Emma Mathias



Creating Positive Opportunity



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Sector Support North East Lincolnshire (SSNEL) offers advice, guidance and support to the whole voluntary, community and social enterprise sector in the Borough. This includes small, grassroots groups, larger service delivery charities, start-ups and social entrepreneurs. Since the service began, we have supported more than 300 VCSE groups.

To ensure the VCSE sector is able to grow, thrive and influence, we work in partnership with a range of businesses, public sector bodies, and local, regional and national funders and grant makers.

In addition to these stakeholders, we are accountable to the trustees and wider staff teams at Forum, the charity that delivers SSNEL. This report is for everyone that has an interest in our work. In measuring and demonstrating the difference we make, we also develop an improved understanding of the sector's needs and enhance the services we offer.

We cannot take credit for the incredible and diverse outcomes created by the VCSE sector. However, this report highlights our role in ensuring groups and organisations have the information and support they need to strengthen communities in North East Lincolnshire.

We hope you enjoy learning about our work.



North East Lincolnshire's voluntary, community and social enterprise sector

Research carried out in 2018 highlighted **339** registered charities that include North East Lincolnshire in their area of benefit.

These charities are responsible for a combined income of more than

£122m



Collectively, they employ more than **3,800** paid staff, and are supported by approximately **10,000** volunteers



This does not include the other structures that form part of the voluntary, community and social enterprise sector, for example:

Hundreds of community groups that work at a neighbourhood level are not registered charities, such as friendship and social groups and small sports clubs run by **thousands** of volunteers

Community Interest Companies and Companies Limited by Guarantee, of which there are approximately **170** operating in North East Lincolnshire, from performing arts organisations and veterans' support to skate parks and educational groups.

The scope of the voluntary, community and enterprise sector



Skills, education and training

- Workforce development
- Alternative education provision
- Work experience
- Volunteering



Equality, diversity and inclusion

- Support for minority groups
- Financial inclusion
- Improving accessibility
- Cultural awareness projects



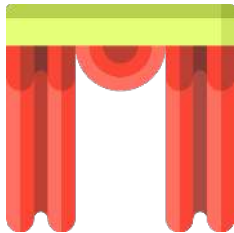
Health and social care

- Self-help groups
- Older people and carer support
- Mental and physical health
- Advice and guidance
- Crisis support
- Housing



Children, young people and families

- Nurseries and youth clubs
- Family support
- Safeguarding
- Accommodation
- Women's centre



Arts, sports, culture and heritage

- Events and festivals
- Amateur sport and exercise
- Buildings and street scene



Community development

- Regeneration
- Engagement and consultation
- Volunteering
- Community assets

The core services of Sector Support North East Lincolnshire help us to achieve Forum's overall vision:

“ People, communities and the voluntary sector have the opportunities, support and services they need to thrive ”



Information sharing

- Weekly bulletin
- Website
- VCSE Forum support
- Regular attendance at strategic boards
- Workshops and meetings
- Voice and influence work
- Presentations
- One to ones
- Targeted emails



Funding advice

- Funding searches
- 'Critical friend' - bid check
- Partnership development
- Tendering support
- Support with writing a budget
- Participation in funding panels
- Funder one to ones
- Funder workshops



Organisational development

- Governance advice
- Trustee and volunteer development
- Support with Community Asset Transfer
- Business planning and strategy making
- Policies and procedures
- Social media
- Human resource management



Events and training

- In-house courses including bid-writing and demonstrating impact
- One-off courses based on need
- Funder one-to-ones
- Funder workshops
- Grant specific workshops
- Annual funding fair

How we support the North East Lincolnshire outcomes framework



Learning and Growing - increasing the skills and knowledge of local residents, building their capacity to become employers and social entrepreneurs

Investing in Our Future - supporting groups with social action projects and Community Asset Transfer to regenerate and sustain neighbourhoods, green spaces and cultural assets

Vitality and Health - funding and governance advice that enables the VCSE sector to resource a wide range of collaborative projects that support independence, healthy living and wellbeing



Economy and Strength - bringing external investment and jobs into NEL, encouraging cross-sector partnerships and supporting the wider visitor economy through regeneration and cultural activities


Safe and Secure - working with community safety projects and supporting the sector to safeguard children and vulnerable people


'Information sharing is improved, supporting better partnerships'


THE SECTOR SUPPORT NEL UPDATE


Since 2016, we have sent 139 bulletins to our mailing list of 243 people and groups (Aug 2019).

 Local and national news items, including changes to legislation that affect VCSE organisations

 Consultations, offering an opportunity for VCSE organisations and individuals to have their say

 Funding opportunities, including tenders, grants and social finance, from a wide range of sources

 Vacancies for paid roles, volunteer roles, apprenticeships and trusteeships in the VCSE sector

 Training, workshops, events and activities, including ones that VCSE groups want us to promote on their behalf

'We have always found the information and support we have received from SSNEL to be of a high quality and extremely helpful in finding a solution to a wide range of challenges'

- VCSE organisation, 2019 survey



'We are very grateful for the up to date information and professional support that comes our way through SSNEL'

- VCSE organisation, 2019 survey

Since 2016, Sector Support have provided administrative support to the monthly VCSE forum meetings, which enable the sector to have a strategic voice. Meetings are regularly attended by around 25 VCSE organisations, with guest speakers from the public, private and voluntary sectors



“ Sector Support have alerted us to a number of significant funding opportunities and work hard to bring the wider community sector together to support a shared approach ”

- Charlotte Bowen, CultureWorks

CultureWorks is a consortium of arts, culture and heritage organisations, venues and practitioners that are delivering projects, activities and events that engage a wide range of people in North East Lincolnshire. They contacted Sector Support in 2016 for guidance in the early stages of setting up the network, and received support through bespoke workshops and one-to-one advice. This support was focused on helping CultureWorks to improve collaboration and information sharing across the cultural, VCSE, public and business sectors and helping it to become the recognised and credible voice for culture in North East Lincs.

Describing the support, Charlotte Bowen from CultureWorks said:

‘Sector Support are responsive, professional and impartial. We have been grateful for their existence and expertise, especially when development support specifically for the creative sector in North East Lincolnshire has been lacking. A number of community arts organisations have benefitted from their input around organisational development and their approach to information sharing has improved sector communication. We’ve always found them to be approachable and a valuable resource able to help equip organisations for community delivery.’

96% of the 50 respondents to our 2019 survey said they would recommend the Sector Support service



‘VCSE groups are supported to access grants, contracts and social finance to enhance their service delivery and build financial sustainability’

£6,832,942

The amount of income supported into the Borough across years 1, 2 and 3 through our funding advice service. The total amount of funding applied for was £14,552,492, giving a success rate of 47%.



We have carried out **156** funding searches



We have supported groups with one-to-one funding advice on **357** occasions



We have provided **24** training courses related to funding and fundraising



74 groups have benefitted from attending full-day workshops and funder advice surgeries with local and national funders

‘The feedback on the funding application was clear, cogent and valuable. The comments and suggestions pointed a way forward and were spot on’
- VCSE organisation



Photo: St. Andrew's Hospice

Working with funders



'It has been a really productive year for UnLtd working with Sector Support. Your knowledge and contacts in the local area have been invaluable and has enabled us to make in excess of £20k of small awards/grants in the community.'

- UnLtd Award Manager

SSNEL works closely with a wide range of local, regional and national funders and social investors. We organise and host one-to-one meetings between funders and groups, which helps to build local knowledge about funder priorities and improves the quality and success rate of applications.

Funders that have arranged one-to-one advice days with us include:



'I like the fact that I can pick up the phone and have a discussion about a specific issue or send over an application for feedback, and know that I will receive honest, constructive feedback'
- VCSE organisation



'The staff team are very approachable and tailor support according to the needs of our projects specifically. This tailored, bespoke support is invaluable to a small project like ours. The joint funding meetings have helped create genuine partnership approaches to funding and future projects, reducing silo working and increasing referrals to each other's projects'
- Carol Prendergast, Green Futures

'The speedy, friendly and expert advice of Pippa and Claire on what are often technical issues and support for funding applications as a critical friend'
 - VCSE organisation, responding to 2019 survey question: What has been the most helpful aspect of the service?



Sector Support helped Your Place, a community garden, with an application to the East Coast Community Fund. Chris Taylor, General Manager, said:





'We were delighted to receive a grant of £18,407 for our Garden Buddy Scheme. The project enables people who would not otherwise be able to cope with gardening tasks to be 'buddied' with more able volunteers who can befriend, support and encourage them to become a valuable and useful part of our volunteer team.'

Icons made by [Freepik / Vectors Market] from www.flaticon.com

Critical friend service

SSNEL can check bids to any funder, for any amount. The smallest funding application we have checked was for £500.

Our feedback includes:

-  Eligibility check - does your project meet the criteria?
-  Outcomes and targets - does your bid show what you hope to achieve and how you will measure it?
-  Budget - do your figures add up and are they value for money compared to similar services?
-  Any areas where we think you could make your application stronger, with help to get the wording right.

Our support with funding applications has led to nearly £6m income to the area, with an overall success rate of 47%. For most funders, fewer than 30% of applicants make it through the first round.

'The one to one support including the critical friend. The knowledge and experience of the team has been invaluable'
 - VCSE organisation, responding to 2019 survey question: What has been the most helpful aspect of the service?



“ We were successful with the tender and this will have a positive impact on our organisation and the local community ”

- Sam Delaney, Creative Start

Creative Start Arts in Health CIC is a North East Lincolnshire social enterprise that delivers an abstinence-based recovery programme, using art as an integral part of their model. They provide structured mutual aid support, activities and creative opportunities for their members to encourage positive well-being.

The organisation first received support from Sector Support North East Lincolnshire in 2016, when they asked for assistance with funding applications. Since that time, the SSNEL team has helped director Sam Delaney and his colleagues with advice on their governing document, DBS checking and volunteering, funding and working in partnership. Most recently, SSNEL has offered support on a building lease that Creative Start are taking on as part of the Great Grimsby regeneration programme and helped the organisation with a tender-writing process. The bid was successful, and Creative Start are now providing a recovery community hub in Grimsby. Sam explains:

‘I have always felt supported by Sector Support. This includes help and support from Claire, Amy and Pippa. The support they have provided has helped myself personally and Creative Start as an organisation. We have had more access to funding and been made aware of available opportunities. This has also included training opportunities and advice in the running of our organisation. I have personally had a lot of contact with Claire, who has always supported us with good advice and opportunities. Pippa helped myself and Creative Start extensively recently, when she helped us put together a tender. This was the first tender we had done so her experience was highly beneficial and greatly appreciated.’



‘VCSE groups have access to development support that is appropriate to their needs and is flexible, affordable and accessible’

- 153** People/groups have been supported with safeguarding, policies, people management, Community Asset Transfer, data protection or business planning
- 29** Organisations have been supported by SSNEL on volunteering
- 347** Individuals/organisations have received tailored governance support. *‘As a trustee of two charities I have found both Pippa and Claire’s advice on best practice in governance and management really supportive’* - VCSE organisation manager, 2019 survey

Help with social media is provided by SSNEL’s Senior Project Support Officer, including setting up Twitter, Instagram and Facebook accounts to help groups stay connected.

‘A huge thank you for meeting up and your wonderful support on Tuesday. It was fantastic... I am so excited to be doing more Tweets today! Thanks so much for the excellent information!!’
- Jane Mouncey, Port Restyle

30 organisations have received in-depth support to set up community groups, registered charities or Community Interest Companies or to change their structure. *‘It was so helpful to have a trusted and well-informed organisation to turn to when we were starting up’* - Feedback from new charity, 2019 survey

Community Asset Transfer is an integral part of North East Lincolnshire Council’s commitment to sustainable communities. SSNEL is currently supporting 7 organisations through the process, and have supported a further 11 organisations with significant asset related issues/enquiries.



“With Sector Support’s help we’ve been able to get funding for our community project and make sure One Voice is ready for the future”
 - Elaine Norton, One Voice



Elaine, chair of One Voice in Immingham, approached SSNEL in 2017 after being invited to apply to the Reaching Communities Fund. They needed guidance with their application - we were happy to help.

As we progressed, we identified additional support needs around governance and risk management; One Voice had an established charity and a separate constituted community group that delivered most of their activities. The National Lottery Community Fund asked SSNEL to support One Voice to strengthen their governance, funded through a Building Capacities grant.

At a pace agreed by One Voice, SSNEL provided tailored workshops for community stakeholders to understand their objectives as a group, enabling them to take critical and strategic decisions. One Voice now operate as a charity with a reference group, retaining their original purpose - to listen to and respond to the voice of their community.

One Voice now look forward to engaging new trustees and continuing with their very successful Reaching Communities project in Immingham.



‘VCSE groups benefit from a range of events, workshops and training opportunities based on need’

As well as our in-house courses, Sector Support commissions additional sessions based on demand, including:

- General Data Protection Regulation (GDPR)
- Accounting and Financial Management for the VCSE
- Making Every Contact Count
- Business Planning
- Social Media



22 organisations have benefitted from attending Ethical Property Foundation training courses in Grimsby, organised by Sector Support. Along with expertise in property management, the Foundation offered pro-bono advice to groups and organisations.

Sector Support Training

Since 2016, Sector Support has:

- 21** Delivered 21 in-house funding courses, including writing small and large grant applications and fundraising strategies, and tender-writing.
- 12** Provided 12 other in-house courses on Demonstrating Impact, Setting up a Not-for-Profit Group, Trustee Roles and Responsibilities, and People Management.
- 116** Supported 116 people from 67 VCSE organisations through our in-house training.

Every person attending one of our funding courses said their confidence in completing grant applications, fundraising strategies or tenders had increased.

100%



‘Great venue, great activities and handouts, very appropriate pace, trainer was fantastic at giving personalised info - advice on our company situation’

- Course attendee



“ *Very interesting speakers, good funding advice, useful one to one meetings, potential future funders met. Extremely useful event. Thank you.* ”
 - Funding Fair attendee

Since 2016, Sector Support have organised a large-scale Funding and Information Fair in Grimsby. In three years:

- 346** People from a wide range of VCSE groups and organisations have attended.
- 48** Local, regional and national funders, social investors and support agencies have taken part, offering one-to-ones, workshops and panels.

Feedback from the events is overwhelmingly positive - in 2018, of the attendees that completed a feedback form:

- 100** Percent rated it excellent or good overall.
- 98** Percent said they found out about a new funding opportunity

The event also attracts new groups that have not engaged with the service before, enabling us to expand our reach.

‘Many thanks for inviting me along, it was an excellent event - probably the best one I’ve been to in the 15 years I’ve been in post. The range of funders and, more importantly, mix of grassroots groups was very impressive. Without events such as this, it can be difficult to get the word out about the funds we manage and support available.’
 - Sue Fortune, Lincolnshire Community Foundation

‘It was a good event and great to see a lot of new faces coming forward for support. I heard lots of positive comments - well done SSNEL!’
 - Funding Fair attendee

“ You offer an invaluable service that is both professional and friendly. I can only thank you for being so helpful, even at short notice! There’s not many organisations that offer the level of service you do, so please keep doing what you’re doing! ”

- VCSE organisation, 2019 survey

With thanks to our funders:

