

Basingstoke and Deane Voluntary and Community 'State of the Sector Report'

**Merlin Good Practice Review Report
showing information on the
Voluntary and Community
Organisations providing a service in
Basingstoke and Deane**

September 2011



TABLE OF CONTENTS

What is Merlin?	3
BVS Membership Criteria	4
BVS Website Information	5
Organisations on Merlin	5
Background Information - 2001 Census Statistics	7
Makeup of the Local Voluntary and Community Sector	8
Members Base Area	8
Organisational Service Spread	8
Types of Sector Organisations	8
Independent or Branch	8
Management Structure.....	9
Organisational Status.....	9
Governing Documents.....	10
Annual Reports.....	10
Age of Organisations.....	10
Paid Staff	11
Volunteer Information	11
Volunteer Ages	11
Volunteer Gender	12
Disabilities.....	13
Ethnicity.....	13
Support into Employment.....	13
Volunteer Numbers.....	13
Volunteer Hours	14
Volunteer Value	14
Sector Funding	15
Funding Bands	15
Funding Breakdown	16
Funding Changes.....	18
Funders Return.....	19
Clients	19
Client Age Ranges	20
Home Office Beneficiaries.....	20
Home Office Service Classifications	21
Service Level Changes	22
Health Conditions	22
Transport.....	22

Premises	23
Different Meeting Places	23
Venues for Hire	24
Insurances	24
Policies	24
Pride in Our Place	25
Voluntary/Community Organisations Involvement.....	26
Speakers	26
Conclusion	27

What is Merlin?

Merlin is the Management Information System for the Voluntary and Community Sector providing a service within the Borough of Basingstoke and Deane and the development tool for Basingstoke Voluntary Services.

Merlin ensures that voluntary and community organisations are kept up to date with information that affects our sector. It is used to facilitate effective partnerships, to provide a targeted mailing service, to provide evidence-based statistics and to dispel some of the commonly held myths about the sector. For the voluntary/community organisations Merlin provides the mechanism to promote their services and ensures that they are kept up-to-date with all the changes affecting their services and that these are publicised to a wide range of people.

Basingstoke Voluntary Services (BVS) is regularly discovering new voluntary/community organisations that provide a service in the Borough. We then make contact and ask them to complete a Registration form that tells us about their work and discovers what help/support they would like from BVS.

All requests for membership are taken to the BVS Board of Trustees and once approved by them a Membership Certificate is sent to the organisation.

Membership affords the organisation many advantages including participation in BVS organised events where there is an opportunity to raise awareness of their services and discounts on equipment and venue hire.

BVS Membership Criteria

Within Hampshire and the Isle of Wight there is a Council of Voluntary Service (CVS) in every Borough of Hampshire and the three Unitary Authorities. A CVS offers a range of support services to the voluntary/community sector in their area and BVS is part of this Network. BVS is the CVS for Basingstoke and Deane. Go to www.hampshirecvs.org.uk for more information on the CVS Network who are all members of the National Association for Voluntary and Community Action (NAVCA).

Many voluntary/community organisations that provide a service within Basingstoke and Deane are not actually based in the Borough. As these organisations have the opportunity to receive support from another CVS in their area we created an Associate Member category.

Every new voluntary/community organisation that wishes to join BVS becomes an Associate Member. If the organisation is not based in the Borough they remain Associate Members. If the organisation is based in the Borough they can request to become a full member.

Full Members are a voluntary/community organisation based in and providing a service in Basingstoke and Deane that have completed both the Merlin Registration Form and the Merlin Good Practice Review. The full membership criterion reflects good practice in organisational management. The minimum being: a governing document appropriate to the size of the organisation; a non-paid (volunteer) management committee; the correct policies and procedures in line with Health and Safety, Equality and Diversity, Children and Vulnerable Adult legislation; a bank account in the organisation name with at least two signatories and public liability insurance.

Both Full and Associate members have voting rights at the BVS Annual General Meeting.

Many statutory or commercial organisations offer a free or discounted community service in Basingstoke and Deane and have asked if they can be included in the Merlin Directory so BVS has introduced a third criteria to cover these organisations as Non VCO Member Registered on Merlin. We currently have 28 such organisations registered on Merlin.

As part of the Community Innovations Project we are mapping selected areas of Basingstoke and Deane to see what services are available to older people and then we produce a Signpost leaflet showing these services. For the non voluntary/community organisations we have an entry in Merlin called Signpost and to date we have been asked to include 12 organisations.

BVS Website Information

Approximately five percent of the information contained in for Merlin creates the basis of the searchable Merlin Charities Directory on www.voluntaryservices.com or in the paper directories circulated to the local Libraries.

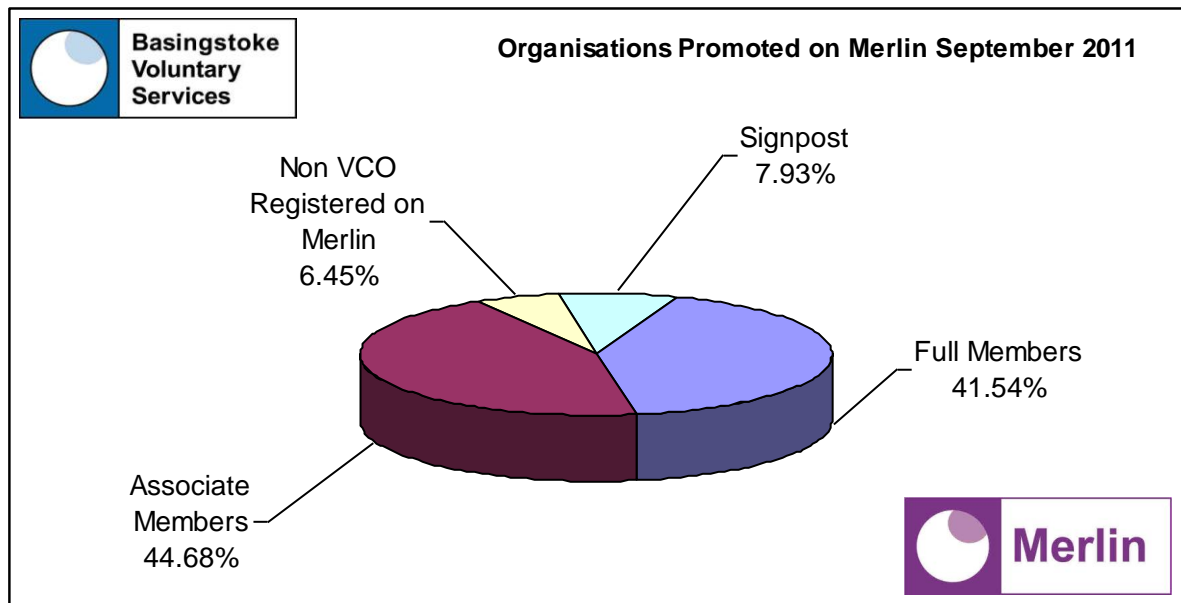
that provides information to the public by

The website has enhanced searches on the Merlin Charities Directory using the Home Office Service Classifications as a top level search and then those services associated with the selected classification. This also applies to finding a Health Condition Support Group by selecting the NHS body part and the results will show what organisations can offer support for that the particular condition. You can also search by Organisation, Area, Post Code, Services, Clients, Health Condition or Venue

Many people ask BVS for assistance as everyone needs help at sometime in their lives but do not know where to go so our website reflects the different communities within the Borough offering distinct information for voluntary/community organisations; residents; partners and business

Organisations on Merlin

This is the breakdown of the 413 voluntary/community organisations (VCO) that are members of BVS, the 28 non VCO members and the 38 organisations that have asked us to promote them in the specific Signpost Leaflets around an area or specific service



Every year we ask our members to update their information on a rolling basis. As we are waiting for some VCO to return their Merlin Update Forms we have not included these organisation's statistics within this report. Therefore this report is only based on 413 VCO members

Since our last State of the Sector Report in September 2010

- 36 voluntary/community organisations have become members – in 2010 it was 83 and in 2009 it was 40 organisations
- 6 non VCO have asked to become members compared to 17 in 2010
- 13 organisations have asked us to advertise their services in our Signpost Leaflet
- 17 Organisations have ceased to exist

This State of the Sector Report highlights only some of the fascinating facts Merlin has discovered and does not include any non VCO organisations or Signpost organisations data

Please note that each of the following statistics is based on the actual number of organisations that have been able to supply the relevant information. The only average calculation we use is the employment costs

Background Information - 2001 Census Statistics

Although there was a Census in 2011 this information is not available therefore we are using the National Statistics Office statistics based on the 2001 Census concerning the ages of the residents of Basingstoke and Deane. These are the people that the voluntary/community sector serves so for information we have reproduced the Age Range Table here

Age Range	Total Population	Males	Females
0 - 4	9,990	5,077	4,913
5 - 9	10,306	5,375	4,931
10 - 14	10,086	5,090	4,996
15 - 19	8,749	4,402	4,347
20 - 24	8,087	4,117	3,970
25 - 29	10,661	5,458	5,203
30 - 34	12,564	6,283	6,281
35 - 39	13,500	6,663	6,837
40 - 44	11,916	6,017	5,899
45 - 49	10,362	5,131	5,231
50 - 54	11,541	5,833	5,708
55 - 59	8,968	4,497	4,471
60 - 64	6,867	3,508	3,359
65 - 69	5,708	2,790	2,918
70 - 74	4,846	2,267	2,579
75 - 79	3,800	1,588	2,212
80 - 84	2,503	897	1,606
85 - 89	1,427	425	1,002
90 and over	702	161	541
Totals	152,583	75,579	77,004

Source: http://www.statistics.gov.uk/census2001/pop2001/basingstoke_and_deane.asp

Makeup of the Local Voluntary and Community Sector

Members Base Area

Not all of the voluntary/community organisations providing a service within the Basingstoke and Deane are based in the Borough

	2011	2010
Basingstoke and Deane	264	218
Outside of Basingstoke and Deane	56	44

Organisational Service Spread

Many organisations also provide a service outside of the Borough and could be in more than one category listed below

	2011	2010
Local	295	227
Countywide	88	68
Regional	42	31
National	61	43
International	15	13

Types of Sector Organisations

	2011	2010
Voluntary/Community Organisations	170	140
Not for Profit Making Organisations	43	85
Self Help or User Groups	43	28
Faith/Culture/Belief Groups	26	14

Independent or Branch

284 organisations have given Merlin information on whether they are a completely independent organisation or part of a larger organisation

	2011	2010
Independent Organisation	176	132
Branch/Department/Service of a Larger Organisation	108	84

Management Structure

185 organisations have provided information about their Management Structure. Here is a breakdown of the main ones

	2011	2010
Committee	93	69
Board of Trustees	90	65
Board of Directors	33	21
Church	12	6
Steering Group	10	14

Organisational Status

The sector is made of a variety of types of organisational status. For instance many Registered Charities are also Companies Limited by Guarantee and this is reflected in these statistics provided by 225 organisations

	2011	2010
Registered Charity	85	58
Community Group	56	52
Company Limited by Guarantee	40	49
Unincorporated Association	27	20
Faith/Cultural/Belief Group	24	16
Charity Trust	24	15
Not for Profit - Social Enterprise	18	14
Informal Self-Help or User Group Association	17	5
	15	8
Charitable Interest Company (CIC)	6	5
Industrial or Provident Society	6	4

Governing Documents

234 organisations have provided information about their Governing Document

	2011	2010
Constitution	172	127
Memorandum and Articles	77	62
Terms of Reference	24	17
Trust Deed	13	13
Royal Charter	7	4
Formal Arrangement	3	3
Church Laws	3	3
General Laws	1	1

Annual Reports

160 organisations have said that they prepare an Annual Report compared to 123 last year

Age of Organisations

235 organisations have told us when they started operating. The largest proportion of voluntary/community organisations were set up between 1961 and 1986

	2011	2010
Over 750 years of service	2	1
Over 400 years of service	1	1
Between 100 and 250 years of service	15	8
Between 50 and 100 years of service	31	17
Between 25 and 49 years of service	94	68
Between 10 and 24 years of service	67	61
Between 5 and 9 years of service	51	40
Between 2 and 4 years of service	40	25
Up to 2 years of service	8	14

Paid Staff

149 organisations have advised that they have 2,017 paid staff between them compared to 97 organisations with 1,646 paid staff in 2010

- 100 organisations have 1,351 full-time staff (more than 30 hours per week compared to 68 organisations with 1,118 full-time staff in 2010)
- 118 organisations have 666 part-time staff (less than 30 hours per week) compared to 81 organisations with 539 part-time staff in 2010

In order to put a financial figure on the employment costs incurred by the voluntary/community sector we have used a calculation showing full-time staff as 37.5 hours a week and part-time staff as 18.5 hours per week. Using the Office for National Statistics Survey of Hours and Earnings 2009 Average Full-time Pay in Basingstoke and Deane = £13.47 per hour and Part-time = £10.27 per hour

This equates to:

Staff Numbers	Annual Hours	Average Annual Wages
1,351 Full-Time	2,634,450.00	£35,486,041.50
666 Part-Time	640,692.00	£6,579,906.84

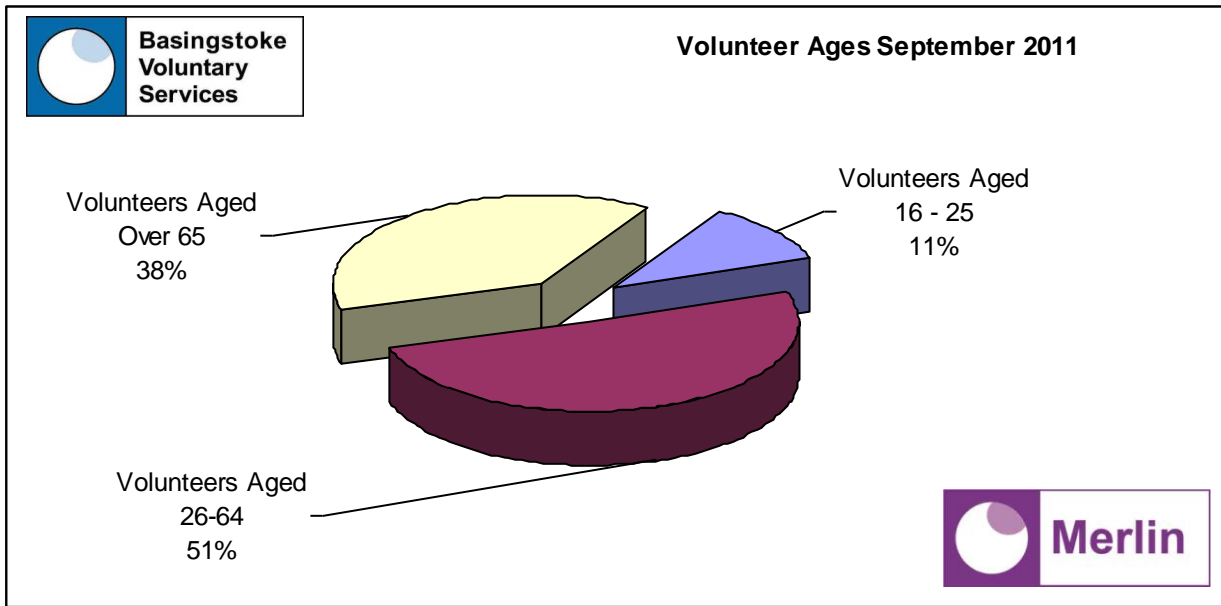
This makes an average Wages bill of **£42,065,948.34** that the voluntary/community sector provides to the economy of the Borough

In 2010 the figures were 1,118 Full-time and 539 Part-time employees with an average wage bill of £34,691,127

Volunteer Information

Volunteer Ages

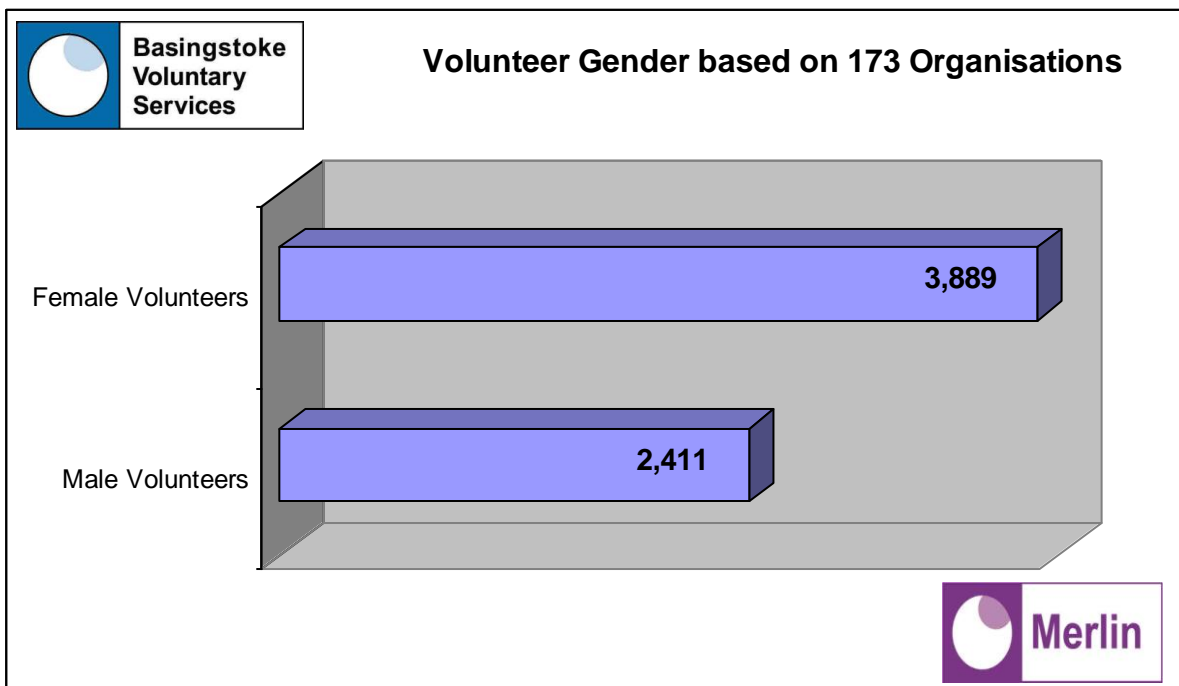
One of the most commonly held myths about the sector is that volunteers are mainly retired people. However the Merlin Good Practice Review once again shows that the majority of volunteers actually fall within the working population age range



This year 163 organisations have stated that they engage with 5,818 volunteers compared to 107 organisations with 4,272 volunteers in 2010

2011	2010
653 are aged between 16 and 25	561 are aged between 16 and 25
2,954 are aged between 26 and 64	2,148 are aged between 26 and 64
2,211 are aged over 65	1,563 are aged over 65

Volunteer Gender



Disabilities

83 Organisations have 451 volunteers with disabilities or special needs compared to 60 organisations have 328 Volunteers in 2010

Ethnicity

61 Organisations have 423 Volunteers from an ethnic background compared to 45 organisations with 246 Volunteers in 2010

Support into Employment

36 Organisations have helped **77 Volunteers** into paid employment as a result of volunteering with them compared to 26 organisations helping 55 volunteers in 2010

Volunteer Numbers

Our sector is primarily made up of volunteers. A volunteer is defined at <http://www.thefreedictionary.com/volunteer> as: To perform or offer to perform a service of one's own free will or to do charitable or helpful work without pay.

During the Merlin Good Practice Review we ask organisations how many volunteers they have working in the Borough including their volunteer Trustees. Not every organisation currently keeps this information but for the 271 that have provided details compared to 181 in 2010

- 256 Organisations have 2,299 Trustees between them compared to 177 Organisations with 1,509 Trustees in 2010
- 197 Organisations have 6,723 non-Trustee Volunteers between them compared to 136 Organisations with 4,602 non-Trustee Volunteers in 2010

This equates to 9,022 Volunteers providing a service in the Borough of Basingstoke and Deane for these 271 organisations compared to 6,111 in 2010

Volunteer Hours

As part of the BVS Merlin Good Practice Review we also ask Voluntary/Community Organisation's about the number of volunteers they have and how many hours they willingly give to the Borough in order to calculate a monetary value. Not every organisation currently keeps information on the number of hours but our updating process shows that this is something voluntary/community organisations are now taking into consideration.

Based on 216 organisations that do keep this information there are **7,961 volunteers** providing **1,414,478 voluntary hours** per annum to the Borough compared to 149 with 5,333 volunteers providing 1,263,872 voluntary hours per annum to the Borough

Volunteer Value

Our Statutory Partners still use the Joseph Rowntree Foundation Economic Equation of Volunteering Findings in February 1993 to calculate the Volunteer Annual Monetary Value when the National Average Wage was **£7.83 per hour**.

Therefore using this criteria the monetary value of 5,333 volunteers providing 1,263,872 voluntary hours per annum equates to **£11,075,362.74** compared to £9,896,117.76 in 2010

However a more realistic figure to base the current Annual Monetary Value is based on the Office for National Statistics Survey of Hours and Earnings 2009 when the Part-time UK Pay in Basingstoke and Deane = **£10.27 per hour**

Therefore using this criterion the monetary value of 7,961 volunteers providing 1,414,478 voluntary hours per annum equates to **£14,526,689.06** compared to 5,333 volunteers equating to £12,979,965 in 2010

NB: Many Funders are now accepting the volunteer monetary value as a figure for "matched funding" so BVS is encouraging all voluntary/community organisations to keep records of their volunteer numbers and hours and update their information with

BVS so we can provide a Merlin Report showing your monetary value

Sector Funding

The voluntary/community sector receives funding from a variety of internal and external sources. The Merlin Review asks how the organisations fund their services.

Not every organisation provides their funding information. **215** organisations have told us that their total amount of income is **£178,365,244.83** but Merlin asks for a breakdown on where (geographically) the income is allocated compared to £183,293,103.84 in 2010

Area	Amount 2011	Amount 2010
Basingstoke and Deane only	£7,080,080.81	£5,191,741.49
North Hampshire	£205,427.00	£439,663.00
Hampshire	£9,950,488.49	£11,579,085.35
National	£161,334,675.53	£166,022,614.00

Even though some of the money allocated to North Hampshire, Hampshire and National will be spent in Basingstoke and Deane we have not taken them into account when producing this report in order to ensure accuracy

Therefore 154 organisations have an Annual Income of £7,132,380.81 that they are bringing into the Borough to directly benefit Basingstoke and Deane residents

Using the same analysis 149 organisations spend an Annual Expenditure of £6,557,119.82 within the Borough compared to 114 organisations spending £4,786,427.25

Funding Bands

In order to gauge the size of the sector we have broken the Annual Income into Funding Bands for those voluntary/community organisations able to provide this information

We are showing two sets of data as a comparison – this is information for the Basingstoke and Deane income only and the majority of organisations are classified as small with an annual income of less than £5,000

Funding Band	Total Amount	Organisations 2011	Organisations 2010
£1- £4,999	£69,933.20	50	47
£5,000- £9,999	£155,039.91	23	19
£10,000- £49,999	£1,056,615.70	46	37
£50,000- £99,999	£1,171,300.00	17	10
£100,000-£1,100,000	£4,679,492.00	18	12

This chart shows those organisations whose Annual Income is for outside of Basingstoke and Deane and the majority of these organisations are in the £100,000 to £1,000,000 funding bracket

Funding Band	Total Amount	Organisations 2011	Organisations 2010
£1- £4,999	£8,177.43	7	6
£5,000- £9,999	£52,553.81	7	2
£10,000- £49,999	£459,830.81	16	11
£50,000- £99,999	£686,553.64	9	7
£100,000- £1,000,000	£5,861,052.14	21	13
£1,000,001- £10,000,000	£8,526,977.00	4	5
£10,000,001- £82,000,000	£158,314,000.00	4	3

Funding Breakdown

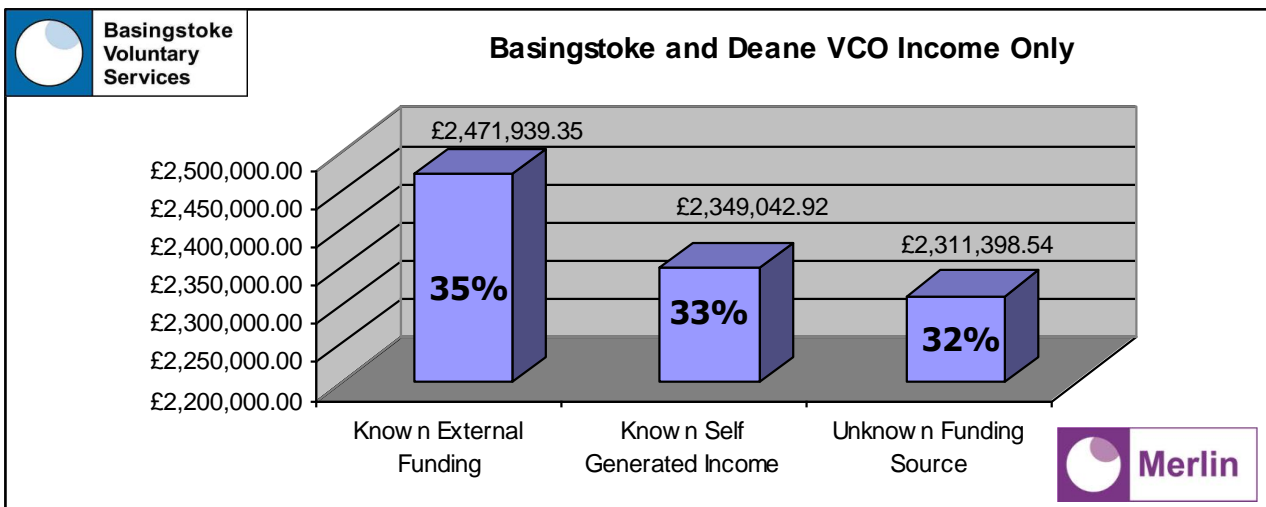
The Merlin Review asks Members for a breakdown of their funding to ascertain the funding mix in the Borough.

Not every organisation whose income is just for Basingstoke and Deane has been able to provide the full information required to give a completely accurate picture but

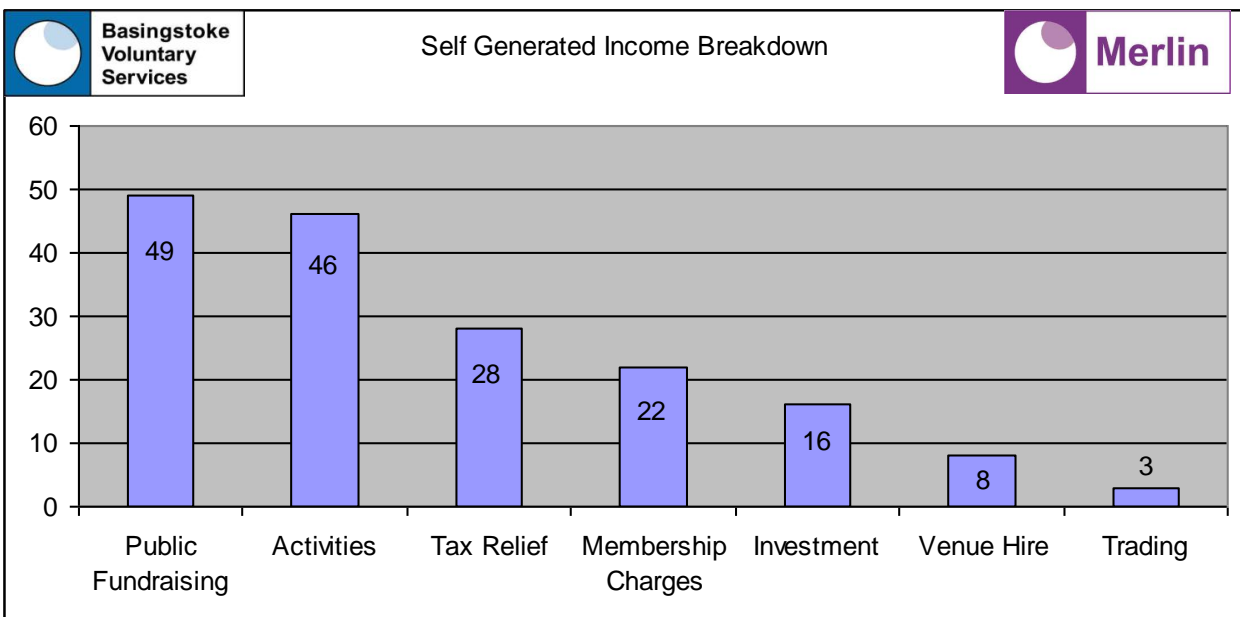
- 36 voluntary/community organisations have told us that they receive £2,471,939.35 in external funding to provide their services compared to 34 organisations with £2,331,404.01 in 2010

- 67 voluntary/community organisations have told us that they do not receive any external funding at all and that their income £2,349,042.92 is totally generated by themselves compared to 50 organisations with £1,903,373.73 in 2010

The Annual Income for Basingstoke and Deane is £7,132,380.81 of which only £4,820,982.27 can be associated with either external or self generated funding. The remaining £2,311,398.54 is from unknown sources



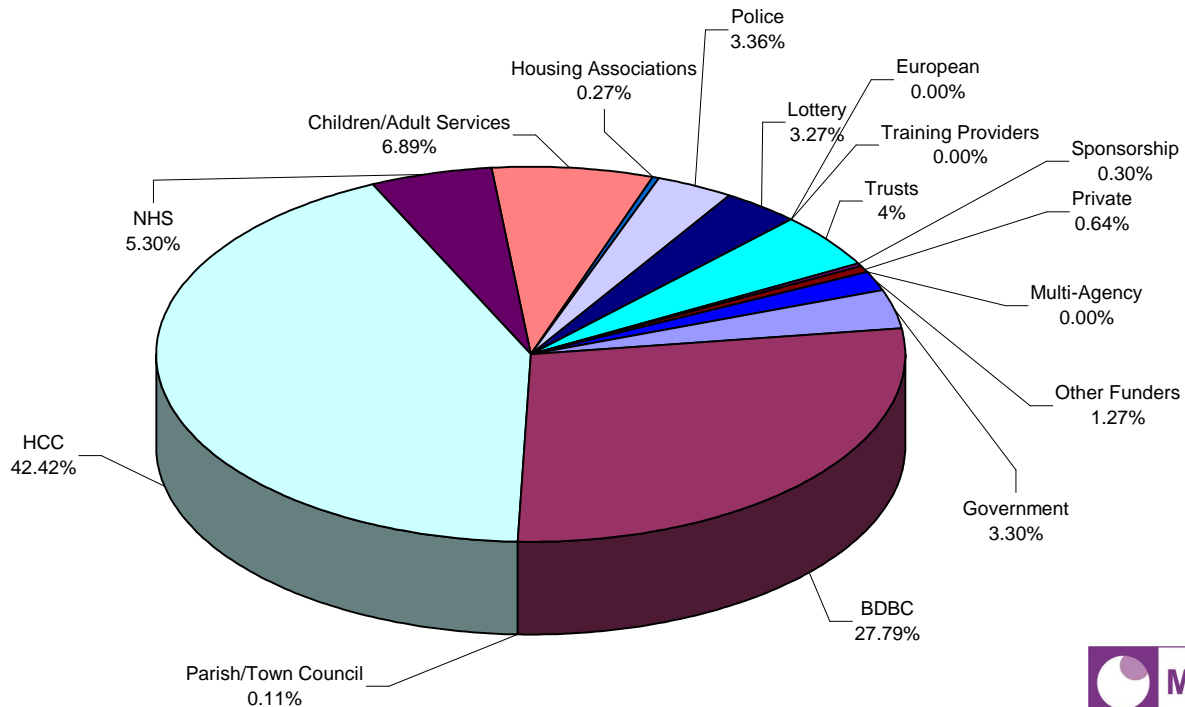
Investigating how the Basingstoke and Deane voluntary/community organisations raise their own income reveals the following



To give an indication of how the 36 voluntary/community organisations with an income just for Basingstoke and Deane are funded we have produced a Pie Chart showing a breakdown of their external funding information



Basingstoke and Deane Voluntary/Community Organisations External Funding



31 organisations actively fundraise for other voluntary/community sector organisations compared to 22 in 2010

Funding Changes

123 organisations have given details of their funding levels

- 33 stated their income has Decreased (22 in 2010) with 16 of these organisations stating that demand for their service has Increased (11 in 2010)
- 56 stated their income has Increased (46 in 2010) with 43 of these organisations stating that demand for their service has Increased (34 in 2012) and 8 organisations stating that demand for their service has remained the same (10 in 2010)

- 57 stated their income has Not Changed (50 in 2010) with 20 of these organisations stating that demand for their service has Increased (24 in 2010)
- Only 13 organisations providing information about their funding level stated that demand for their service has Decreased (10 in 2010)

Funders Return

This year we have chosen to highlight the return the Big Lottery gains for the funding that we have been told by the voluntary/community organisations that are funded to provide services in Basingstoke and Deane

Merlin shows that 7 organisations have received £129,768.00 that helps them to:

- Help 26,047 clients
- Provide 29 different services
- Support 25 different health conditions
- Run 1 venue
- Cover 19 different areas of Basingstoke and Deane
- Support 355 volunteers
- Who give 36,975 hours per annum
- Using the lower rate of volunteer value – the Joseph Rowntree Foundation Economic Equation of Volunteering Findings in February 1993 when the National Average Wage was £7.83 per hour these volunteer hours equate to £289,514.25
- Help 9 volunteers back into the work force
- Employ 227 people (130 Full-time and 97 Part-Time)

These organisations provide a 223.10% return on the funding received from the Big Lottery with an additional monetary value of £159,746.25 just based on their volunteer value alone

Clients

159 Voluntary/Community Organisations have told us that they help 459,261 locally between them compared to 113 helping 192,832 in 2010. With a population of 152,583 this means some of these "clients" are helped by more than one organisation therefore this is not a definitive number

Client Age Ranges

These figures are based on those organisations that only provide their services locally rather than across Hampshire or Nationally

- 84 Organisations help Babies aged between 0 to 4 years (39 In 2010)
- 115 Organisations help Children aged between 5 and 12 years (62 in 2010)
- 173 Organisations help Youth aged between 13 and 25 years (101 in 2010)
- 214 Organisations help Adults aged between 26 and 54 (118 in 2010)
- 229 Organisations help Older People aged 55+ (108 in 2010)

Home Office Beneficiaries

The Home Office has produced a list of people that they consider would access services from the Voluntary/Community Sector. Merlin asks organisations to identify which sections their clients fall into

	2011	2010
Older People	253	118
All Sections of the Community	236	119
Women	151	88
Families and Parents	148	89
Young People	143	86
Men	130	78
People with Physical and Sensory Disabilities	129	78
Children	127	73
Carers	125	67
Black and Minority Ethnic People	101	56
All the People in a Specific Neighbourhood	98	53
People with Learning Difficulty	91	57
People with Mental Health Problems	90	55
Voluntary and Community Organisations	82	56
The Unemployed	67	41
Victims of Crime/Abuse	45	30
Lesbian, Gay, Bisexual and Transgender People	45	27
Offenders and Ex-Offenders	36	25

Homeless People	34	24
Alcohol/Substance Misusers	33	24
Travellers and Migrants	30	18
Refugees and Asylum Seekers	25	17

Home Office Service Classifications

The Home Office has also produced a list of Services that they believe the Voluntary/Community Sector can offer. Merlin asks organisations to identify which sections their services fall into

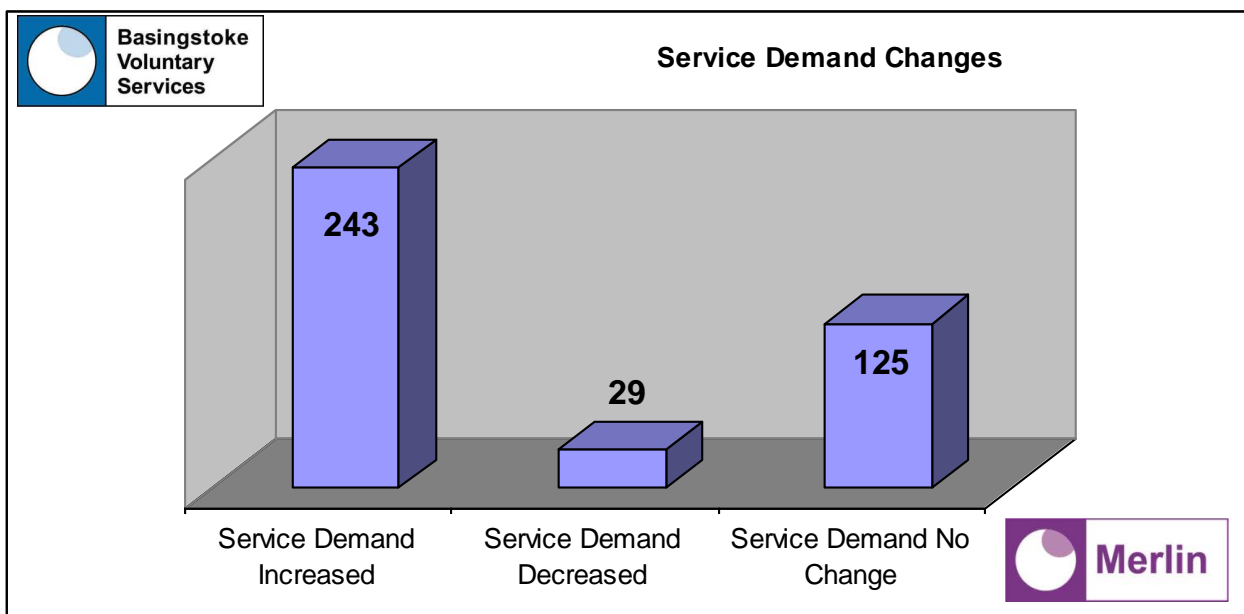
	2011	2010
Advice and Information	173	99
Advocacy - Giving people a voice	40	21
Arts and Media	53	18
Children and Families	143	85
Community Development	120	73
Community Safety/Criminal Justice	45	18
Counselling and Rehabilitation	36	29
Economic Development including Business Support	31	17
Employment	32	16
Environment and Conservation	36	22
Faiths and Cultures	66	36
Health and Social Care	188	103
Housing	30	15
International Development	23	14
Lobbying and Campaigning	38	20
Research and Development	40	22
Social and Leisure Activities	231	136
Sports and Exercise	79	46
Training and Education	181	107
Transport	17	12
Voluntary and Community Sector Support	26	19

BVS recognised that there were 5 services not covered by the Home Office Service Classifications so we have added these to the Merlin Services Directories

	2011	2010
Older People	79	115
Young People	164	96
Disabilities	202	94
Vulnerable People	158	83
Carers	140	35

Service Level Changes

397 organisations providing a service within Basingstoke and Deane have indicated whether demand for their services have changed compared to 216 in 2010



Health Conditions

209 of the 606 different health conditions identified by the NHS Body are supported by 30 voluntary/community organisations compared to 158 in 2010

Transport

19 Voluntary/Community Organisations provide some form of transport to members of the public compared to 16 in 2010

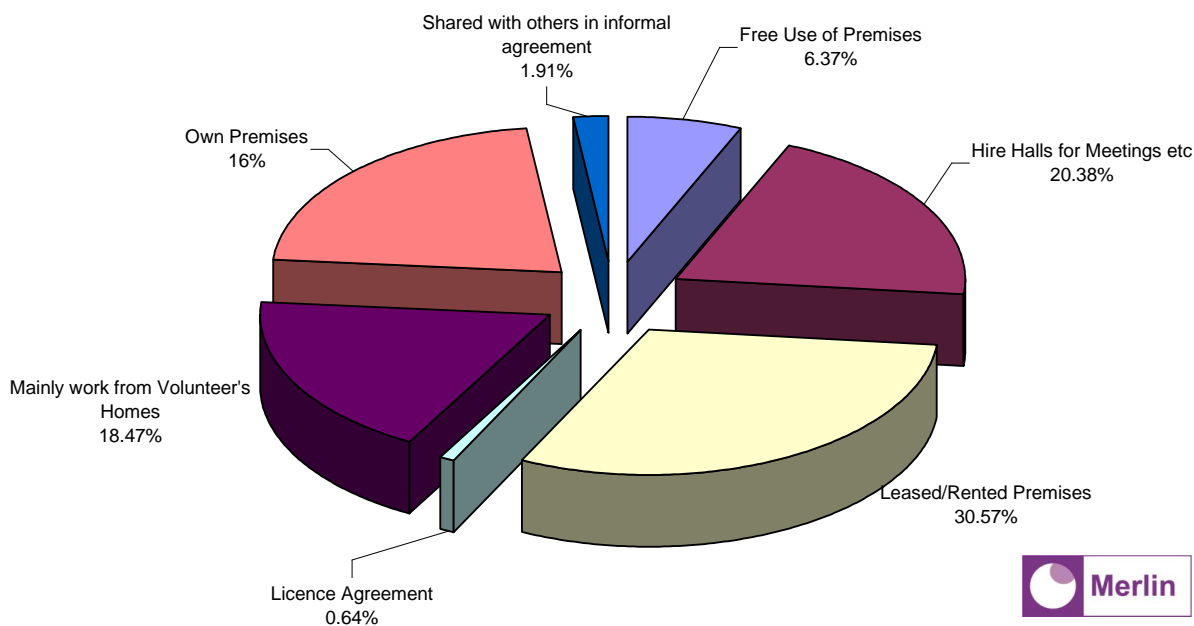
Premises

The majority of organisations lease or rent their premises

2011	2010
38 Leased/Rented Premises	44
34 Own Premises	20
32 Hire Halls for Meetings etc	28
29 Mainly work from Volunteer's Homes	19
10 Free Use of Premises	10
3 Shared with others in informal agreement	2
1 Licence Agreement	1



Premises Status based on 124 Organisations



Different Meeting Places

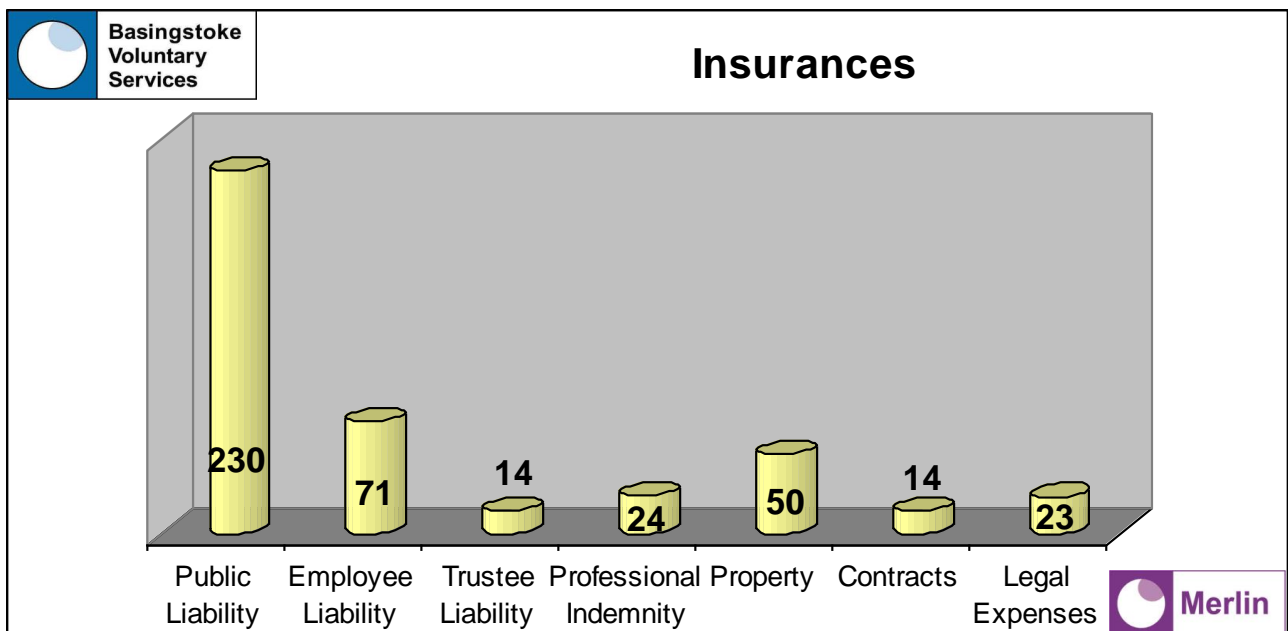
38 Organisations hold their meetings at a different venue other than at their office or postal address

Venues for Hire

64 Organisations have a Venue to Hire compared to 52 in 2010

Insurances

The Merlin Review highlights what Insurance Policies Voluntary/Community organisations should consider and asks what Policies are in force



Policies

The Merlin Good Practice Review asks organisations what Policies and Procedures they have in place and, if they do not have any, the BVS Voluntary Sector Support Team will work with the organisation to develop appropriate policies and procedures for their organisation. Currently

	2011	2010
Health and Safety	150	89
Data Protection	125	82
Equality and Diversity	121	74
Working with Children	118	65
Confidentiality	115	73
Complaints	113	72
Vulnerable Persons	96	50
Volunteering	84	49
Lone Workers	78	48
Information Technology (IT)	64	43
Reserves	55	50
Sustainable Environment	37	23

BVS has produced Fact Sheets and Policy templates to assist organisations to explain why certain policies and procedures are necessary. This has supported a number of organisations to update or develop their policies

Pride in Our Place

Pride in Our Place is the Community Strategy for Basingstoke and Deane that is developed, monitored and actioned by the Basingstoke and Deane Local Strategic Partnership. There are six Themes to the Strategy

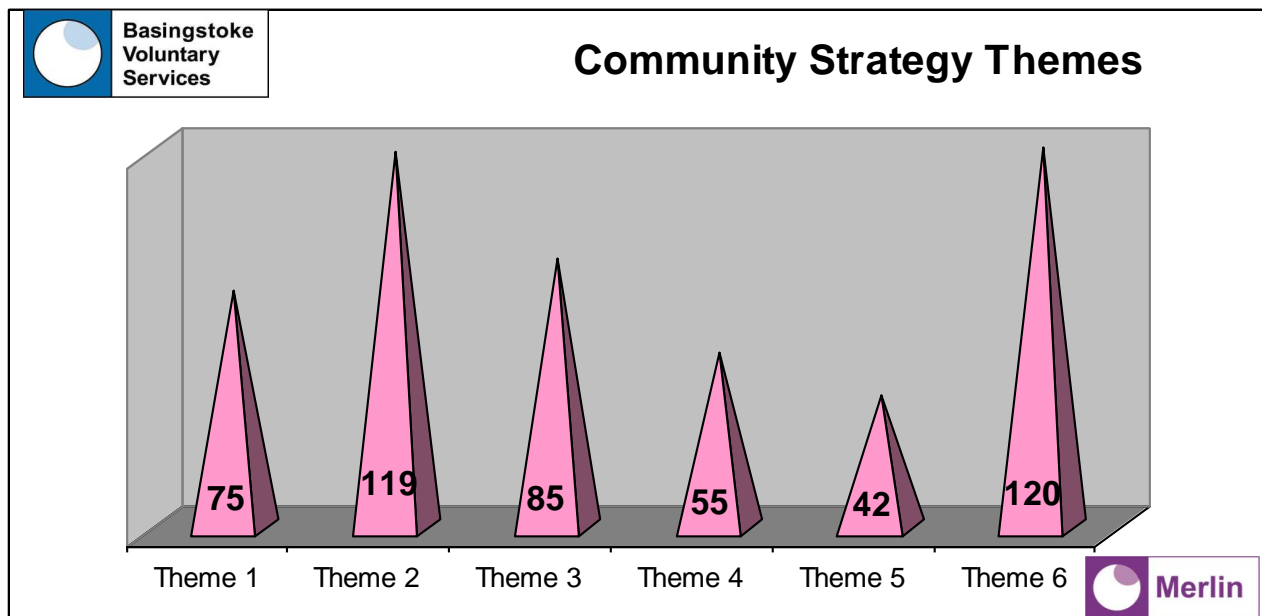
Theme 1	A Safe Borough - Our Borough is a place where people feel safe and at ease
Theme 2	A Healthy Borough - In our Borough everyone takes a role in improving and maintaining good health and healthy lifestyles are promoted
Theme 3	A Learning and Creative Borough - Our Borough is a community where learning opportunities exist for everyone and creativity is encouraged
Theme 4	A Prosperous Borough - Our Borough is a place where people can and will want to work, and a variety of urban and rural businesses thrive
Theme 5	An environment that is good to live in - People have high quality, affordable homes and value our borough as a clean, attractive and varied place to live

Theme 6	An inclusive borough with strong communities - Everyone has the opportunity to lead their lives the way they want, feel they belong to the borough's communities and can influence decision-making that affects their lives
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Most Funders ask how the grant being applied fits into the local Community Strategy so during the Merlin Review BVS promotes the Strategy and discovers how the voluntary/community sector is actively assisting in the advancement of Pride in Our Place.

Voluntary/Community Organisations Involvement

Listed below is the sector's Theme involvement. Merlin can also provide details of the individual objectives under each of these headings



Speakers

206 Voluntary/Community Organisations are prepared to give talks or presentations about their organisation and the work that they do compared to 101 in 2010

Conclusion

Merlin is the BVS development tool and the voluntary/community sector's Management Information System.

This report has not listed the complete information held on Merlin but we hope it gives you a flavour of the diversity and the contribution made by the voluntary/community sector working within the Borough of Basingstoke and Deane.

For more information on Merlin contact Maureen Covacic on 01256 423815 or maureen.covacic@voluntaryservices.com

If you are a voluntary/community organisation providing a service within Basingstoke and Deane that has not had contact with BVS before and you would need some support or would like to promote your services contact us on 01256 423816 or email bvs@voluntaryservices.com



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Assisted by
*Basingstoke
and Deane*

