



MAY 2010

# GÍO NEWS

## THE MUSTARD TREE OPENS THEIR DOORS TO THE GENERAL PUBLIC

The Mustard Tree is a charity based in Manchester and they work to improve and rebuild the lives of homeless and marginalised people in Manchester. The organisation has grown from strength to strength since it started in 1994 with only two individuals with a passion and a mission to make a difference. They now employ 10 members of staff and up to 80 volunteers. Some of the services and projects that they run include a furniture recycling and secondhand shop, training and employment classes, the Café Night Sanctuary & the provision of household items to those with limited or no income.

Lydia Chan, their Communications and Fundraising Officer has been at The Mustard Tree since starting as a volunteer in 2001. Lydia says she heard about the Gio Project through a publicised outcomes training course a couple of years ago. She attended the training and learned about other training and services the Gio project had on offer. Since then, she has attended almost every Gio Project training and regularly accessed other services. The Gio Project has completed funding searches for The Mustard Tree, reviewed funding applications and provided advice on fundraising strategies.

"I am a big fan of the Gio Project, the staff are friendly and they know what they are doing. They are quick to respond and offer exceptional value for money. I have attended various training across the country and I highly commend the quality and depth of the Gio training. Take the one day marketing training for example, I would say it was delivered to a really high standard and designed appropriately for the audience. I value their advice and training because it is directly relevant and supports the work and development of our organisation."

Until now, the Mustard Tree Shop has only been open to their clients. However on **8th May 2010** they launch the opening of the clothing and furniture shop to the general public. Everyone can now support their fantastic work, by purchasing from their shop and by donating unwanted furniture and clothing. For more details go to [www.mustardtree.co.uk](http://www.mustardtree.co.uk)



## HOW DO WE KNOW WHEN OUTCOMES ARE A RESULT OF OUR WORK?

In our regular article on outcomes I wanted to explore the question 'how do we know when outcomes are a result of our work? It might be that the service users you are working with engage with a number of different organisations. For example a young person who is, or has been, involved in the criminal justice system might have a number of key workers from different agencies and attend your youth group. If the outcomes you were working towards at the group were more positive aspirations for the future or decreased offending behaviour, how can you show that it was your intervention that caused this change? You may be able to show that the service was delivered and that the outcome was achieved but it is not always easy to show a direct link between the two.

What you can do is:

- Ask your volunteers, staff and service-users what they think caused the outcomes. Focus groups can be a useful way of getting more in-depth information about the causes of outcomes.
- Ask other experienced professionals who know the service user what caused the outcome, in their view. Obviously there could be some confidentiality

issues to think about here and it might be that you have to work towards drawing up an information sharing policy and getting permission to share the data.

- Look up the research on the subject. In this case it would be around young people's offending behaviour.
- Use your own knowledge and expertise of your client group and how they change and what makes them change.
- Show how you have worked with other organisations to achieve your outcomes.
- Accept that proof and certainty are never possible.

If you are interested in learning more about outcomes and want to discuss any of the points raised in this article I can be contacted at [claire@gioproject.org.uk](mailto:claire@gioproject.org.uk).

Claire Davis



## MANCHESTER ACCESSIBLE ACCUPUNCTURE

Manchester Accessible Acupuncture who provide low cost community acupuncture service are looking for a new home in a Central Manchester location. They would like to be based in a hub of like minded community organisations. The organisation needs a small office and treatment room.

If you can help please contact Sam or Gus on 07590 903 714.

## IAN PICKUP & CO - CHARTERED ACCOUNTANTS AND REGISTERED AUDITORS CHARITY AND NOT FOR PROFIT SPECIALISTS SINCE 1996

A member of the Charity Practitioners Forum, a national organisation for practices specialising in charities, we provide a flexible and cost effective specialist service to over 70 Charities and Not for Profit Organisations.

We focus exclusively on the voluntary sector. We have experience gained working in the voluntary sector and as trustees. Most of our staff are qualified accountants.

Our services include: • Audit and accounts preparation • Independent examinations • Budgeting, financial planning and systems • Mergers and charity registration • Bookkeeping • Internal audit • Charity Taxation including VAT

For a 'no obligation' discussion to see if we can help, contact: Ian Pickup BSc ACA DChA  
123 New Road Side, Horsforth, Leeds LS18 4QD, Tel: 0113 2583343 Fax: 0113 2583113  
E mail: [admin@ianpickupandco.com](mailto:admin@ianpickupandco.com)

# PLANNING AHEAD & DEVELOPING A STRATEGY FOR SUCCESS

The most successful private sector organisations are those that are meticulous about planning for the future. Many voluntary and community sector organisations need to raise their game and become more strategic about planning ahead in order to survive the constantly changing, and possibly hostile funding, economic and political climates that lie ahead. Strategic planning is a tool to be used with the judgment of good leadership.

For the process to work effectively, it is essential that you first assess your current situation. This does not have to be over complicated and daunting. One simple method is to look at six critical components of your organisation and draw up a strategy or plan of action that suits your organisation's needs. These components are Structure, People, Communications, Finances, Product/Services and Competitors.

## Structure

- Structure and Purpose
- Policies and Procedures
- Contractual Issues
- Networks & Partnerships

## People

- Current and Potential Clients
- Staff & Volunteers
- Management Committee
- Funders

## Communications

- Variety & frequency
- Identity
- Content/Message
- IT, New Media, Web

## Product

- Services & Activities
- Quality
- Frequency / Flexibility
- Accessibility

## Finances

- Finance and Administration
- Profit and Loss / Forecasting
- Funding & Income Generation
- Full Cost Recovery

## Competition

- Gaps in the Market
- Opportunities
- Threats
- Substitution & Alternatives

When assessing and evaluating the above, the process calls for an order and a pattern to keep focused. It implies that some decisions and actions are more important than others. This can be challenging, complex and messy and you must be aware of the constantly changing external environment (STEEPLE Analysis – Social, Technological, Economic, Environmental, Political, Legal, Ethical).

Development of a strategy helps to achieve the mission of the organisation and creates a process to deploy resources to accomplish goals. This process involves anticipating the future but decisions are made in the present, it is be a creative process, where the decisions made today may alter those made yesterday.

Third Sector Essentials and the Gio project can help your organisation through this process. Using our Organisational Health Check, we can develop a tailored action plan to address the respective needs your organisation may be facing.

## WHEN IT COMES TO TENDERING, DO YOU HAVE A BUSINESS CONTINUITY PLAN?

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Following on from the article in our last edition of Gio News where we discussed risk and tendering, I wanted to talk to you about Business Continuity Planning. I recently worked with an organisation to put together a tender for Manchester City Council and one of the things that they ask for as standard now is a business continuity plan and this links back to the risk involved for the supplier and the buyer. So what is Business Continuity Planning and where do you start when you need to write a plan?

Business Continuity Planning is an ongoing process that helps you protect your organisation from potential disruptions, maintains critical activities and helps you recover in the days, weeks and months following a disruption. By disruption I mean three things:

1. Loss of staff
2. Loss of premises
3. Loss of utilities or systems

For example, what would you do if a loss of power or water meant that you can not deliver your service, or a road closure might prevent your staff from getting to work? The plan is what you would use in such an emergency and would hold key pieces of information (insurance details, key stakeholder contact details etc).

What about the data you already hold, what if your computer system was destroyed in a building fire? Do you have a back up of this information that is off site? Business continuity planning are the measures you can put in place to help get your organisation up and running again. It could be as simple as backing up key documents either on a pen drive at the end of every day, photocopying key documents such as your insurance certificates or having a list of key contacts outside the office.

There is more information on the Manchester City Council website: [http://tiny.cc/continuity\\_plan](http://tiny.cc/continuity_plan) and if you want to find out more, Kimberly Hart is the Officer at the council and can be contacted on [k.hart@manchester.gov.uk](mailto:k.hart@manchester.gov.uk)

There is also some good information and a template that can be adapted on the Walsall Council website: [http://tiny.cc/walsall\\_template](http://tiny.cc/walsall_template)

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## THE NHS COMMISSIONING ENVIRONMENT

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The Department of Health have published '*The NHS commissioning environment: A guide for organisations in the third sector*'.

This is a handy document for understanding NHS structures and an overview of how to engage with commissioning processes.

[http://tiny.cc/nhs\\_overview](http://tiny.cc/nhs_overview)



# FREQUENTLY ASKED QUESTIONS: COMMISSIONING AND TENDERING

## **Question: Why should commissioners engage with small and medium third sector organisations?**

Because they:

- Are passionate and committed. They are knowledgeable about the goods and services that they provide.
- Offer a personal service and are very responsive and flexible
- Tend to have a flat hierarchy which allows for quick decision-making
- Have a sound grasp of geographical knowledge and are often in tune with local requirements
- Have low overheads which provides an ideal opportunity for a competitive offering

## **Question: What do commissioners look for in a supplier, i.e. you?**

Their focus will be on a appropriate and safe choice where the risks are as minimal as possible.

They want a supplier who can deliver a product or service that is fit for purpose which can undertake the contract in the required timescales, and evidence of a good track record. Commissioners mainly focus on avoiding risk, which can often mean less focus on the end product.

## **Question: How do you differentiate yourself?**

The key thing here is to sell yourself. If you are good at contractual compliance, contract performance and financial performance – make sure you tell them this! Explain why your organisation is good, and if not, why not? How are you going to improve your organisation?

## **Question: Where can tender opportunities in the public sector be found?**

Visit [www.gioproject.org.uk](http://www.gioproject.org.uk) for more information. We have a specific tendering opportunities section here: <http://www.gioproject.org.uk/tag/tendering-opportunities/>

## PRIMARY CARE COMMISSIONING GUIDE TARGETS THE SOCIALLY EXCLUDED

Latest primary care commissioning guide targets the socially excluded. Whilst it is primarily aimed at those in PCTs responsible for commissioning, *Inclusion Health: Improving Primary Care for Socially Excluded People* will also be useful for third sector providers working with socially excluded adults.

For more information visit <http://tiny.cc/cletc>

## CONSULTATION RELEVANT TO THIRD SECTOR ORGANISATIONS AND SUB-CONTRACTING ISSUES

The OGC has launched a supplier charter for consultation

[http://www.ogc.gov.uk/documents/Draft\\_Supplier\\_Charter\\_Guidance.pdf](http://www.ogc.gov.uk/documents/Draft_Supplier_Charter_Guidance.pdf)

The charter is intended to be a voluntary agreement between the Government and suppliers aimed at promoting wider policy priorities through procurement. One of these identified priorities is around lowering the barriers to participation in public procurement for small and medium sized enterprises, including third sector organisations. While the consultation appears to be aimed primarily at prime contractors, it is obviously of interest to smaller third organisations who may be involved in subcontracting arrangements.

To respond to the consultation, fill in the online form by 10 June 2010.

[http://www.ogc.gov.uk/supplier\\_charter\\_consultation\\_form.asp](http://www.ogc.gov.uk/supplier_charter_consultation_form.asp)

# EVENTS



DATE	EVENT	DESCRIPTION	VENUE	TIME
<b>18TH MAY</b>	<b>THINKING THE UNTHINKABLE...</b>	An event organised Manchester Community Central to get facts about the impact of recession, public spending cuts, personalisation and possible changes in Government, and to listen to the experiences of local organisations who have undergone significant change. To book your place contact Cheryl McAlister, Training Co-ordinator on 0333 321 3021	<b>The Mechanics Institute</b>	<b>9.30AM- 3PM</b>
<b>20TH MAY</b>	<b>THIRD SECTOR ESSENTIALS LAUNCH</b>	The newly formed Third Sector Essentials CIC hopes to develop into a vital part of the Third Sector across Greater Manchester by providing advice and support services that your group really needs. Please put the date in your diary and RSVP to <a href="mailto:hello@thirdsectoressentials.org.uk">hello@thirdsectoressentials.org.uk</a> including any dietary or access requirements.	<b>The Zion Centre</b>	<b>4PM - 6PM</b>
<b>30TH JUNE</b>	<b>GRAPHIC FACILITATION WORKSHOP - GIO PROJECT</b>	Graphic Facilitaton is a style of group facilitation that uses visualisation and listening the way that we use spoken language for listening and presenting. Funders are often looking for innovative and creative ways to record and market projects, graphic facilitation and graphic recording is a colourful and creative way to do this. The session will provide you with all the knowledge you need to graphically facilitate your own events and sessions. To book a place please contact <a href="mailto:hello@gioproject.org.uk">hello@gioproject.org.uk</a>	<b>The Gaddum Centre</b>	<b>10AM - 1PM</b>
<b>20TH JUL</b>	<b>CLIMATE CHANGE AND PLANNING EVENT</b>	North West Planning Aid is organising a free community information event on Climate Change and the Planning System. It will provide an opportunity for community and voluntary sector organisations to identify how they can influence the statutory planning system to promote positive developments in the built environment which will mitigate against negative climate change to the benefit of their members and local communities. To book your place contact Jackie Dibley on 01254 820996 or email <a href="mailto:nwcp@planningaid.rtpi.org.uk">nwcp@planningaid.rtpi.org.uk</a>	<b>Friends Meeting House</b>	<b>6PM - 8PM</b>

# FUNDING OPPORTUNITIES

## Grand Charity of Freemasons

**Details:** The charity provides financial support through five programmes:

- Masonic Relief Grants - to support destitute or distressed Freemasons and their dependants.
- Grants to non-Masonic Charities - to support their charitable work. Hospices - to support the running costs of hospices. Emergency Relief Grants are awarded at the discretion of the President to help in the wake of natural disasters, as and when the need arises. As these grants are not open to application, no further details are included in this report. Relief Chest Scheme to support the charitable work of individual Masonic lodges.

**Who for:** Registered charities that operate throughout England and Wales

**Grant amount:** £100 - £50,000. Vary based on organisation type

**Deadline:** Applications may be submitted at any time. Applications from non-Masonic charities are assessed in January, April and July.

**Further information:** Link to guidelines: [www.grandcharity.co.uk](http://www.grandcharity.co.uk), Email: [info@the-grand-charity.org](mailto:info@the-grand-charity.org) or Tel: (020) 7395 9261

## Old Possum's Practical Trust

**Details:** Old Possum's Practical Trust makes a number of grants each year to further the aims of the Trust: to increase knowledge and appreciation of any matters of historic, artistic, architectural, aesthetic, literary, musical or theatrical interest. Grants are more likely to be given for projects that involve:

- children or young people
- disabled or disadvantaged people
- communities

and which fall within historic, artistic, architectural, aesthetic, literary, musical or theatrical criteria and which enhance the lives of others, rather than the well-being of the applicants themselves.

**Who for:** The charity supports organisations involved in the charity's fields of interest.

**Grant amount:** £500 - £5,000

**Deadline:** Applications may be made at any time.

**Further information:** [www.old-possums-practical-trust.org.uk](http://www.old-possums-practical-trust.org.uk), Email: [generalenquiry@old-possums-practical-trust.org.uk](mailto:generalenquiry@old-possums-practical-trust.org.uk)

## Anchor Foundation

**Details:** The aim of the Foundation is to support Christian charities concerned with social inclusion particularly through ministries and the arts.

The Foundation awards grants for projects (includ-

ing projects abroad) which encourage social inclusion through ministries of healing and the arts. Applications for capital or revenue funding will be considered.

Grants for building work will only be considered in exceptional circumstances.

**Who for:** Registered Christian charities in the United Kingdom are eligible to apply.

**Grant amount:** between £500 and £10,000

**Deadline:** Applications are considered at twice yearly meetings, April and November. Applications must be received by 31 January and 31 July each year.

**Further information:** See [www.theanchorfoundation.org.uk/info.pdf](http://www.theanchorfoundation.org.uk/info.pdf) or email [secretary@theanchorfoundation.org.uk](mailto:secretary@theanchorfoundation.org.uk)

## Bernard Sunley Charitable Foundation

**Details:** The aim of the Foundation is to provide grant funding to charities that seek to improve the quality of life of a cross section of the community in the UK, including the young, deprived, disadvantaged, disabled and elderly. The Foundation awards grants in support of activities in the following categories: Education, Arts, Religion, Community, Children and Youth, Elderly, Health, Social Welfare, Environment, Animal Welfare, Amateur Sport, Emergency and Armed Services, Overseas.

**Who for:** registered charities in the UK

**Grant amount:** between £1,000 and £5,000, although grants of up to £200,000 have been awarded in the past

**Deadline:** Applications may be made at any time.

**Further information:** Email: [office@sunleyfoundation.com](mailto:office@sunleyfoundation.com) or tel: (020) 7408 2198

## Andy Fanshawe Memorial Trust

**Details:** The Trust exists to fund projects that give disadvantaged young people the opportunity to experience the great outdoors. It supports programmes that introduce young people to the outdoors, but prefers to fund schools and groups that offer a continuing opportunity for young people to deepen their experience. For example, by offering a sequence of days rock climbing or hill walking, rather than just a taster course.

**Who for:** Generally, the Trust funds organisations such as schools and youth groups in the UK, rather than individuals, but the Trust does occasionally fund an individual the committee feels would benefit from support, particularly if they have a referee.

**Grant amount:** No minimum and maximum levels of support are outlined by the Trust. Instead, each project will be judged and awarded on merit

**Deadline:** Applications can be made at any time

**Further information:** visit [www.andyfanshawe.org](http://www.andyfanshawe.org)



## NEW CONTACT DETAILS

The Gio Project,  
Third Sector Essentials,  
Cornbrook Enterprise Centre  
70 Quenby Street  
Hulme  
Manchester  
M15 4HW

Tel: 0161 832 0934



Please note. The views expressed do not necessarily reflect the views and policies of Third Sector Essentials. Articles may be reproduced but please credit The Gio Project as the source.

**Follow Me.....keep your eyes peeled**

## BE PART OF GIO NEWS

Gio News will be published bi-monthly and distributed to over 400 voluntary and community organisations across the City of Manchester as well as to public bodies in the City. Organisations can arrange to have information/publicity flyers put into VAM News. This must be agreed in advance with the editor, Hannah Taylor, and 400 copies of the flyer must be delivered to VAM by the distribution date.

The cost of including flyers in Gio News will be:

Commercial Organisations - £70  
Statutory Bodies - £60  
VCS Organisation outside of Manchester - £40  
Manchester-based VCS Organisations - £30



## THIRD SECTOR ESSENTIALS LAUNCH

The Gio Project is now part of the newly formed Third Sector Essentials CIC. We are keen to make sure the new organisation develops into a vital part of the Third Sector across Greater Manchester and provides the kind of advice, training and support services that your group really needs to allow you to nurture and develop.

We are very pleased to invite you to the launch of Third Sector Essentials which takes place on May 20th 2010 between 4pm and 6pm at the Zion Centre. Please put the date in your diary and RSVP to [hello@thirdsectoressentials.org.uk](mailto:hello@thirdsectoressentials.org.uk) including any dietary or access requirements.

[www.thirdsectoressentials.org.uk](http://www.thirdsectoressentials.org.uk)

