



East Cornwall CVS

The Signpost Enews Update

Your bi-monthly Enews update from East Cornwall CVS

East Cornwall CVS celebrating 21 years of supporting voluntary & community organisations throughout Cornwall

Welcome to the June Enews Update, which contains snippets of information that has deadlines that miss the next edition of the Signpost newsletter. The news Enews update will be produced on a monthly basis in future as there is always so much information to share.

If you would like to include articles for either the Enews update or the Signpost newsletter contact: Sylvia or Zoé on 01208 832763. We hope you find some of the articles useful.

Local & Regional News

Enhance your organisation's influence at Democracy Day Cornwall

Get a better understanding of how you and your organisation can influence political structures at Cornwall's Democracy Day, which takes place at The Shire House in Bodmin on Friday 30th July. Running from 10am to 4pm, this comprehensive, day-long event covers the fundamentals of getting yourself heard by both national and local government.

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[Parliamentary Outreach](#) will demystify some of the complexities of national government, including the difference between parliament (Westminster) and government (Whitehall), and the role of parliamentary committees and the House of Lords.

On a local level, speakers from [Cornwall VSF](#) and [East Cornwall CVS](#) will talk about how local government interacts with voluntary and community organisations, and how to get your voice heard by influential groups such as the [Cornwall Strategic Partnership](#).

Anyone who comes to Democracy Day with a specific local issue can get expert advice at the afternoon workshops, and go home with a plan of action for how to take their campaign forward. There will also be an introduction to www.louder.org.uk, a new resource and toolkit for online campaigning.

Democracy Day is essential instruction for voluntary and community activists, and staff from voluntary organisations who want to strengthen the voice of voluntary and community organisations.

The event is hosted by NAVCA (National Association for Voluntary and Community Action) and [East Cornwall CVS](#) as part of [Take Part Cornwall](#). To book contact NAVCA on 0114 278 6636, email: events@navca.org.uk or get a booking form from: www.navca.org.uk/democracyday.

Chief Executive Leaves Cornwall Blind Association

Dear Friend and Colleague,

I would like to let you know personally that I have decided to leave Cornwall Blind Association following almost eight years as Chief Executive.

I am very proud of how the Charity has developed and genuinely believe that visually impaired people in Cornwall are now so much better served than when I started.

I have really enjoyed working with you and your colleagues over the last eight years and thank you for all your support.

I will be leaving on 31st July 2010 and taking up the position of Director of Services for Devon County Association for the Blind and start work in Devon from 2nd August. I am very excited about the challenges I will face in developing services in Devon and am really looking forward to taking up my new role.

Martin Pallett

Visit www.cornwallblind.org.uk for more details about our services.

Cornwall and SITA UK Sustainable Village of the Year Competition

Cornwall Rural Community Council (CRCC) is launching an exciting new competition open to all villages in Cornwall with a population of 5000 or less. The **Cornwall and SITA UK Sustainable Village of the Year Competition** will be celebrating communities that have a sustainable and resilient vision for the future.

Entries are invited from any organisation or individual within a village and will be judged on what has been collectively achieved across the following four themes: **local economy; village amenities; renewable energy and reducing environmental impact; and planning for the future.** For the winning villages, there are five big cash prizes of up to **£1000** to go towards further sustainability projects.

Entrants need to complete and submit an entry form by **31st July 2010** with judging in late September and an awards event on October 22nd.

For more information and an entry form please contact Sharon Davey, Cornwall Rural Community Council on 01872 273952 or email: sharon.davey@cornwallrcc.co.uk.

Cornwall Respect Festival 2010

One Cornwall, One Love

Date: Saturday 14th August 2009 **Venue:** Victoria Park and Lemon Quay, Truro

For anyone who would like to be involved in this year's festival contact Dean by June 25th.

So say no to racism, bigotry, and segregation; And yes to love, Understanding and acceptance by celebrating with us.

Email: dean@pentreath.co.uk Tel 07515580002

Pentreath Ltd, St. Enoder Barns, Glebe Farm, Narrow Lane, Summercourt, Newquay, Cornwall TR8 5EE

Localism in Action

The 14th June saw the launch of two National Association Local Councils (NALC) publications that are key to the future of local democracy and community action. To view the documents go to:

www.createacouncil.org.uk/

Devon and Cornwall development agency to be scrapped

The South West Regional Development Agency (RDA), which channels millions of pounds into the local economy every year, is to be abolished.

The government has confirmed its intention to replace RDAs with Local Enterprise Partnerships. The process will begin with a white paper to be published later in the summer.

An RDA spokesman said: "The RDA network accepts change is coming and we are ready for it."

Limited funding

The South West RDA, which employs about 350 people, is responsible for distributing £230m of European Union funds across the region between 2009 and 2011.

The government said in its emergency Budget it was planning to replace RDAs around the country with the aim of "improved co-ordination" of investment in the economy.

A spokesman for the RDA said: "In the transition to new arrangements, RDAs' responsibility is clear - to support and help government deliver their objectives.

"We recognise that funding available for economic development work will be more limited in the next few years given the need to tackle the public deficit."

(Source: <http://news.bbc.co.uk/1/hi/england/devon/10383249.stm>)

Funding & Opportunities

Trusthouse looks to boost applications for Rural Issues grants

The [Trusthouse Charitable Foundation](#) is hoping to increase the number of grant applications it receives under its Rural Issues heading. To date, the trust has received fewer applications than it expected, so this is an excellent opportunity for smaller organisations to secure much-needed funding.

Rural Issues grants are available to charities and not-for-profit organisations working in communities with a population of less than 10,000 people. Awards can be up to £10,000, and any organisation with an annual income of less than £300,000 is eligible.

Trusthouse is interested in a wide range of rural projects such as: -

- Training schemes to boost local employment
- Community centres and village halls
- Support of people with drug/ alcohol, mental health, homelessness and credit issues

For detailed application information, see the [Application Process](#) section of the Trusthouse [website](#). For the Rural Issues programme, use the Small Grant Programme application form on this page.

Guide to European Funding 2007-2013

[Europe Direct Cornwall](#) has produced a full guidance brochure for 2007-13 funding. This funding guide is a tool to help you to identify and apply for European funding and provides an overview of the main European Funding streams, their main objectives, and how and where to apply.

This funding guide has been prepared to provide public, private and voluntary sector organisations and individuals with the opportunity to find out more about the wealth of funding made available by the European Union to assist in developing their projects and initiatives.

View or download the [European Funding Guide 2007-2013](#)

For more information on any of the funding programmes included within the brochure please contact Europe Direct Cornwall on 0800 0322345, email: europedirect@cornwall.gov.uk or visit the [Europe Direct Cornwall](#) website.

O2 PROGRAMME FOR YOUNG PEOPLE

O2 has announced the launch of a new programme to support projects by young people (13 - 25) that have a positive impact upon their community.

The O2 programme "Think Big" is to support projects by young people (13 - 25) that have a positive impact upon their community. It will offer young people up to £ 300 in grants as well as training, support and mentoring from a number of youth charities. These include the National Youth Agency and UK Youth.

Examples of projects that could be supported could include fighting knife crime, starting local youth groups, teaching skills to other young people or renovating community spaces. Eligible projects should be run by young people for young people, and may have the opportunity to apply for a further £2,500 to continue their work.

Applications can be submitted by individual young people or groups of young people and can be submitted at any time. Go to: www.o2thinkbig.co.uk/

Fairsharemusic.com lets you donate as you download

Charities can now generate income by making the most of music downloads with new site Fairsharemusic.com. For every track downloaded it will donate half the profit to the purchaser's chosen charity.

The site features over 8.5 million tracks and prices start at 79p per track. Its founders hope that the site's 'feelgood factor' will help it compete with other existing music download sites such as iTunes.

Charities that are already signed up to benefit include Amnesty International, British Heart Foundation, British Red Cross, Centrepoin, Friends of the Earth, Great Ormond Street Hospital, NSPCC, Oxfam, Sue Ryder Care, Teenage Cancer Trust and WWF.

www.fairsharemusic.com

Training, Conferences & Seminars

Skills Funding Agency remains upbeat at Learning Partnership event

Given the Coalition deficit reduction agenda, it can't be easy working for the Skills Funding Agency right now. However, the organisation's Helen France and Mark Williams made all the right noises for the sector at a Learning Partnership for Cornwall & the Isles of Scilly event on Friday 2nd July.

For more details visit our website at:

<http://cornwallvsf.org/2010/07/skills-funding-agency-remain-upbeat-at-learning-partnership-event/>

Cornwall Council introduces kite mark for trainers in adult social care

From April 1st 2011, Cornish organisations providing training in adult social care must be endorsed by the [The National Skills Academy For Social Care](#) in order to access Cornwall Council-controlled funding, including Convergence.

Through its Cornwall Adult Social Care Learning Partnership (CASC), Cornwall Council is adopting The National Skills Academy For Social Care's Endorsement Framework. It aims to create a definitive 'kite mark' standard, so that adult social care providers know what they are getting when they send employees and volunteers for training.

In a letter to the sector, Cornwall Council's Learning, Training and Development Manager for Adult Care and Support, Roger Indge says, "Excellence in learning and training in the social care sector is a high priority for both CASC and The National Skills Academy.

"We will require training providers to have achieved the recognition stage for organisations by 1st April 2011 and the excellence award for either organisations or programmes by a date yet to be agreed, but likely to be towards the end of 2011.

"This decision will affect all courses where funding is accessed, either via the Workforce Development Grant or where money for Convergence is being accessed via CASC."

Information on how to apply for The National Skills Academy For Social Care endorsement can be found on its [website](#).

To give further clarity on this potential complex issue, CASC is giving a presentation to explain why it is adopting the framework and what this means on Friday 9th July at [The Heron Tennis Centre](#), Trenance Park, Newquay, TR7 2LZ. The event runs from 2pm until 4pm, and attendance should be confirmed ASAP by returning this [booking form](#) to htownson@cornwall.gov.uk.

The full text of Roger Indge's letter can be found at: <http://cornwallvsf.org/2010/07/cornwall-council-introduces-kitemark-for-trainers-in-adult-social-care/endorsement-training-heron-centre/>

East Cornwall CVS - NEW training events

Talking Wins

This is a free event for community groups and individuals who volunteer.

Date: 16th August 2010

Venue: Callington Town Hall, New Road, Callington, PL17 7BD

Description:

Do you -

- * Get tongue tied in front of people
- * Freeze
- * Think - "I should have said that better"
- * Wish you could do something about it

Come along to our gentle introduction to talking in front of others

Booking is essential; deadline for bookings is 9th August 2010

Presenting

This is a free event for community groups and individuals who volunteer.

Date: 21st September 2010

Venue: Callington Town Hall, New Road, Callington, PL17 7BD

Description:

Groups and organisations need to present information and ideas to:

- * One or two people at a network event
- * Twenty at special interest group
- * To potential funders
- * Many at a public meeting

Come along to our workshop which will share tips and techniques to present effectively!

Booking is essential; deadline for bookings is 14th September 2010

Messages

This is a free event for community groups and individuals who volunteer.

Date: 12th October 2010

Venue: Callington Town Hall, New Road, Callington, PL17 7BD

Description:

How do you get the message out there?

- * Who do you tell?
- * How do you tell them?
- * How do you know they heard you?
- * How do you do it better next time?

Every successful group/organisation has excellent marketing strategies. Come and learn how to let people know what you are doing.

Booking is essential; deadline for bookings is 14th September 2010

For more information about these courses or to book a place, contact Alan Woollard:
a.woollard@eccvs.org.uk or Tel: 01208 832763 / 832765 – **or go to our website to book online:**
www.eccvs.org.uk/?page_id=521

Booking and not showing up will incur a £20 charge to your group to cover costs.

NCVO Trustee Conference 2010

in association with BWB



Monday 18th October
The Brewery, London, EC1

Don't miss this chance to benefit from the latest thinking, practical tools and support to help your organisation respond and adapt to change.

- With inspirational [keynote speeches](#) from;
 - Peter White
BBC Radio 4
 - Julia Unwin
Joseph Rowntree Foundation
Winner of Outstanding Leadership Award at The 2010 Charity Awards
- An exciting range of [workshops](#)
- Opportunity to contribute to the debate on [Governance: fit for purpose or fit for change](#)
- The chance to network with peers
- Join us for a [celebration of trusteeship](#) at the drinks reception
- Essential [legal updates](#) affecting trustee boards
- Information from the [Charity Commission](#) on regulatory changes

[Direct Support Sessions](#) with the NCVO Consultancy team.

Book Now - Early Bird Discount available until 31st August. Further discounts also available for multiple bookings*

East Cornwall CVS Training events

East Cornwall CVS has a training budget in our **Capacity Building Works Programme** (funded by Convergence) that will enable voluntary and community sector organisations to receive Free Vocational Staff Training, as long as your organisation can fit the following criteria:

Your staff are employed by the organisation for more than 8 hours a week in a Voluntary Community Sector Organisation. They live in Cornwall, and are aged 16 or over.

If your organisation fits the above criteria and would like to attend any of the Training Courses ECCVS has to offer, call 01208 832763 and ask for Dave Phillips who will gladly explain what training is available, and how you can access it.

If you would like more information about the training we provide or for bespoke training for groups of people in their own locality, Contact Dave Phillips: Tel: 01208 832763 email: d.phillips@eccvs.org.uk

Skills strategy consultation

We want to make sure that the importance of skills and learning are understood and supported effectively, so that the sector can meet the rising demands about what it can and should deliver.

We would like you contribute to the development a national skills strategy for the voluntary sector.

We will be publishing the consultation paper and will be launching a public consultation on 9 July. The online consultation will be available here from that date.

We will also publish *The voluntary sector skills landscape: Why the voluntary sector needs skilled people and the challenges of the next three years* that will provide a context for the national skills strategy. That will be available on 9 July too.

In addition we are holding a series of regional roundtable events to bring people together to talk about the skills needs in each of the nine English regions and to find examples of ways of delivering skills programmes that work well for you.

The date for the south west regional roundtable is:

- **7 September, South West – Taunton / Exeter**

They are open by invitation or application only. If you would like to apply for a place please [email us](#) giving your name, organisation, role and contact details.

Building Better Communities Through Stronger Partnerships

Please [join us](#) for “Building Better Communities Through Stronger Partnerships”, a free half-day workshop to share good practice in partnership working between the voluntary and public sectors.

Where: [Albemarle Centre](#), Taunton

When: **27 July 2010**, 1.00 – 4.00pm (lunch provided)

Who for:

- Representatives from voluntary and community groups and charities
- Representatives from Local Authorities, Primary Care Trusts, and other public bodies
- Parliamentarians
- Commissioners and those involved in service delivery
- Compact workers and champions

Across England, the voluntary and public sectors are using the Compact – the agreement between the sector and the Government which delivers strong partnerships and builds better communities.

In this participatory event, led by your South West Regional Leader Trevor Hazelgrove, you’ll explore better partnerships and discuss how to use the Compact to deliver better ways of working. You’ll refresh your vision for how working together can improve lives and build communities, and generate practical actions to take away and implement. You can read the sample agenda [here](#).

Registration is now open, so please [register now](#). Feel free to pass this invitation onto colleagues, visit full event details at: www.compactvoice.org.uk/category/events/regional-compact-events or to contact Mia Kennedy, Compact Voice Events Lead on events@compactvoice.org.uk or 0207 520 2451 with any further questions.

To unsubscribe from Compact Voice emails, please reply or contact: compact@compactvoice.org.uk or call 0207 520 2451. Compact Voice, Regent's Wharf, 8 All Saints Street, London N1 9RL

Useful Information

Charity trend: Think Localism, not location; participation, not paternalism

CharityComms, the sector membership body for non-profit communicators, and BrightOne - a volunteer-run PR agency for non-profits - are tapping into thinkers, communication leaders, and PR practitioners to produce the [CharityComms 2020 project](#). The concept is to crowd source an organic piece of multimedia that can be used to mark and predict key trends for the next 10 years of charity communications.

To view the full article go to: <http://tiny.cc/noado>

State of the countryside report 2010 – launch date

The State of the countryside report 2010 will be launched on Tuesday 6th July.

As in previous years, the report will provide detailed evidence of the circumstances of people living and working in rural areas, drawn from extensive analysis using the most up-to-date data and information.

The report also puts this material in the context of social, economic and environmental changes to explore what the shorter term impacts and longer term trends mean for rural communities.

The report will be available in our State of the countryside section, where you can also find previous versions of the report, go to: <http://ruralcommunities.gov.uk/state-of-the-countryside/>

Budget 2010: How will it affect you?

Find out what today's Emergency Budget means for those working in or with the voluntary and community sector, as we bring you an at-a-glance summary of key points announced by the Rt Hon George Osborne MP, Chancellor of the Exchequer.

Go to: www.ncvo-vol.org.uk/news/funding/budget-2010-how-will-it-affect-you

Pro bono legal advice internationally

The Thomson Reuters Foundation, the charity behind the AlertNet website, has launched TrustLaw, providing an online matching service for pro bono legal work around the world and also "the first international information hub on anti-corruption and governance issues".

TrustLaw Connect will put NGOs or social entrepreneurs in touch with leading law firms with specialist skills which are prepared to give pro bono advice. <http://www.trust.org/trustlaw/home/>.

Lasa launch new and expanded version of rightsnet

In less than 2 weeks Lasa are launching the new and expanded version of their rightsnet website. [rightsnet](#) will continue to be the UK's No 1 source of the most up to date, high quality welfare benefits and tax credits information online. But it will now also offer breaking news about community care, debt, employment and housing law, sourced direct from government and leading charities specialising in these areas.

Best of all, this new part of the site is free - you don't need to subscribe. You can see it first on [rightsnet](#) on 16th June.

Volunteers News

Volunteering England – New Management Portal

Volunteer England's new management portal, launched this June, acts as a gateway to the world of volunteer management with links to cover 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 range of training providers and consultants, support and development opportunities.

Visit the portal at:

www.volunteering.org.uk/WhatWeDo/Projects+and+initiatives/volunteer-managers/index

Volunteers are needed to help people who may find themselves socially isolated because of their communication disabilities

The Cornwall Adult Speech and Language Therapy Service is hoping to reach out to people in their homes by increasing the network of support.

Volunteers are asked to give up one hour a week for six months to have conversations with people who find speech difficult to help them improve their ability to communicate. Full training will be given along with on-going support from therapists and peer volunteers. The project is countywide and volunteers are needed from all areas.

More information and an application form are available by calling Mary Giles on 01872 252470

I.T. & E-Resources

Follow Voluntary sector organisations on twitter!



<http://twitter.com/ECCVS> - We use Twitter to link to news and information important to the VCS in Cornwall and to promote the training and events that we undertake.

<http://twitter.com/CornwallVSF> – We use Twitter to link to news and information important to the VCS in Cornwall, including how the VCS can benefit from the EU's Convergence funding. Right now it's mostly about sharing information, but we'd love to have more conversations on Twitter, and use it to foster stronger relationships with and between other organisations. Please follow us!

<http://twitter.com/LINKinCornwall> - LINK in Cornwall listens to what you think is and is not working well with health and social care services and asks the people who plan and run them to change.

<http://twitter.com/voluntaryarts> - Voluntary Arts Network is the development agency for the voluntary and amateur arts and crafts in the UK and Ireland.

Race Online 2012

We are aiming for 10,000 partner organisations from all sectors to help us create a 100% connected, inspired and truly remarkable UK.

Any organisation of any size can make a contribution. If your organisation can make a promise, no matter how small, to do something to change the lives of the 10 million offline people in the UK, then you can become a partner. Or if you are already actively involved in supporting others to use the internet, then you can sign up too.

While we are primarily a Business to Business campaign, individuals who wish to support our targets are also welcome to sign-up and 'Pass IT on' to someone you know who isn't online.

Find out below the social and economic cases for getting involved, and how you and your organisation can benefit, then [become a partner!](#) To find out more go to: <http://raceonline2012.org/>

Social Enterprise

Cornwall School for Social Entrepreneurs Summer Sessions

Are you unemployed or feel that you are not reaching your full potential?

Do you have an idea that could benefit your community and bring a positive change?

Are you looking for support to get your idea started?

Cornwall SSE will be running a series of summer sessions, delivered by inspiring 'experts' and 'witnesses' that can show you how it's done! If you have an idea or project and want help to make it happen, love to hear from you.

Venue: Tregeagle Suite, Roche Community Primary School Fore Street, Roche, St Austell PL26 8EP

Summer 2010 Dates: Monday 12th July Monday 19th July Tuesday 6th July Tuesday 13th July Tuesday 20th July Sessions are from 10am to 3pm (help is available for travel and childcare)

To book a place, please contact Colette or Sally:

Colette: Tel: 01726 223586 Email: colette.defoe@cornwalldevelopmentcompany.co.uk

Sally: Tel: 01726 223376 Email: sally.heard@cornwalldevelopmentcompany.co.uk

Visit: www.sse.org.uk

Business Advice for Social Enterprise

Bob Northey is a [SFEDI \(Gold\) Accredited Social Enterprise Business Adviser](#) (2008) with over twenty five years experience of both managing and advising social enterprises in the UK. He is currently working with Cornwall Development Company, the economic delivery arm of Cornwall Council, as the Business Support Coordinator for ESF Convergence contracts with several leading Cornish social enterprises including Eden Project, Fifteen Cornwall, Real Ideas Organisation CIC, ReZolve, Pentreath, CAB, DMT Business Services and the Cornwall School for Social Entrepreneurs.

For more information go to: www.cornwallworks.org.uk/se

Bob also provides business advice to individuals setting up social enterprises and to organisations within the public and voluntary sectors.

Children & Young People

Safeguarding Children policy and procedures and how they affect you as a Trustee

As part of IVO's commitment to safeguarding children and young people, we are keen to hear your views on Safeguarding Children policy and procedures and how they affect you as a Trustee.

We have put together an on-line survey (11 short questions) which can be completed anonymously on the IVO, Cornwall Youth Work Partnership, Local Safeguarding Children Board and Voluntary Sector Forum websites.

Information will be used to analyse current approaches to safeguarding procedures and help with the formation of future support for members of the Voluntary Community Sector, particularly Trustees.

It is a requirement of IVO that we communicate with and collate feedback from the Voluntary Community Sector in this priority area. Your participation in this is valuable and very much appreciated.

The link to the survey is www.surveymonkey.com/s/CC8QCV8

The survey is aimed primarily at Trustees and if you could please circulate this email to anyone who you feel it would be beneficial that would be greatly appreciated.

Government Initiatives & Information

Local MP to sit on Communities & Local Government Select Committee

Stephen Gilbert, MP for St Austell and Newquay has been appointed a Lib Dem Assistant Whip and will be sitting on the Communities & Local Government Select Committee.

Follow him on Twitter at: http://twitter.com/stephen_gilbert or visit his website at: www.stephengilbert.org.uk/

Preparing for the October Spending Review

The real impact of cuts to budgets of government departments won't be known until the presentation of the Spending Review on 20th October - the average twenty five per cent mentioned in the Budget is likely to vary at the department level, and even more so when it gets down to the frontline.

NCVO has already produced an initial Spending Review briefing on how the process works and how the voluntary sector may be able to add its input.:

www.ncvo-vol.org.uk/sites/default/files/Initial_spending_review_2010_briefing.pdf (84KB PDF)

'Less bureaucracy for VCOs?' - Clegg launches 'Your Freedom'

An invitation to the public to submit ideas "on restoring hard won liberties that have been lost, on repealing unnecessary laws that have no place on the statute book, and on stripping away the excessive regulation that stops businesses from innovating," was issued yesterday by the Deputy Prime Minister, Nick Clegg.

On the third of these areas, Mr Clegg said, "Too many of the business and voluntary groups I meet tell me that they feel overwhelmed with forms to fill out and boxes to tick, whether it's a fledgling business looking to take on more staff or a charity struggling with the complex record checks their volunteers have to undergo...

"We need regulation that makes sense. Regulation that we can afford and that people can have confidence in. Ensuring businesses and organisations are run fairly, offering high quality services, but also allowing them the space to be creative and to adapt to changing circumstances."

Go to: <http://yourfreedom.hmg.gov.uk/>

Diversity & Equality

Timetable update for Equality Act

There has been speculation over whether the implementation of the Equality Act, which was passed by parliament in the run up to the election, would be delayed following the withdrawal of the online timetable by the Government Equality Office, and as the new government hadn't committed to the previously published schedule.

The official site (www.equalities.gov.uk) now says "the Government Equalities Office continues to work on the basis of the previously announced timetable, which envisaged commencement of the Act's core provisions in October 2010" but gives the proviso that the government is currently considering how the different provisions will be commenced.

HEALTH MATTERS

Patient Advice and Liaison Service

As a patient, relative or carer sometimes you may need to turn to someone for help, advice or support.

Often talking to a member of staff you know will resolve all of your queries. However, sometimes you may wish to talk to someone not involved - or you may not know where to turn - this is where the Patient Advice and Liaison Services (PALS) may be able to help.

PALS can:

- Listen to your concerns, suggestions or queries.
- Provide information on NHS Services.
- Advise and support patients, their families and carers.

- Help sort out problems with you or on your behalf.

We act impartially when handling patient and family concerns, liaising with staff, managers and where appropriate, relevant organisations to negotiate immediate or prompt solutions.

If necessary we can also refer patients and families to specific local or national based support agencies. All NHS Trusts have PALS services.

Here to listen, not to tell

We provide a confidential service to everyone. The only reason we might have to consider passing on information would be to protect you or others from very serious harm.

How to contact PALS:

Telephone: 01726 627967 or email: palsteam@ciospct.cornwall.nhs.uk

CAPACITYBUILDERS

Capacitybuilders is a non-departmental public body (NDPB)

Set up in 2006 to take over the management of the ChangeUp programme and to work with other funders to build the capacity of the Third Sector. We exist to create a more effective third sector and we do this by improving support for third sector organisations.

Our strategy

Our strategy has been put together as a result of the consultation programme Capacitybuilders ran from December 2006 to March 2007.

Moving forward



It takes full account of the various views expressed and is designed to indicate the way forward for Capacitybuilders in relation to the ChangeUp programme as a whole.

Responding to change

No sensible strategy is set in concrete. We have to be both focused on achieving specific objectives and flexible in responding to changing circumstances. We provide a flavour of our current approach to building the strength of the third sector and ask for your support.

(Source: Capacitybuilders website: <http://capacitybuilders.org.uk/content/Home.aspx>)

CONVERGENCE

Convergence is the new European economic regeneration programme for Cornwall and the Isles of Scilly that runs until 2013. Convergence will make investments that will have a long-term impact on the economy of Cornwall and the Isles of Scilly. It will help to build a stronger more diverse economy by supporting businesses, and helping people into employment and those in work gain new and up-to-date skills. Convergence consists of two funds European Regional Development Fund (ERDF) and European Social Fund (ESF).

What is Convergence investing in? Convergence will invest in a range of activities aimed at strengthening our economy, by:

Developing our people; Strengthening business; Investing in our future and Making connections

How can I access Convergence? Over the lifetime of Convergence there will be a number of straightforward ways to access a range of business support, training; and help into work.

- Focused support for business: Business Link is the main access point for all business support products whether from UK mainstream sources or European programmes. Business Link can be contacted on 0845 600 9966
- Help into work: Cornwall Works is the main access point for help into work and training. Cornwall Works can be contacted on 01872 255015
- Training and support for younger people: Youth Cornwall can be contacted on 01872 326326

- New and updated skills: Nextstep is the main access point for adult learners. Nextstep can be contacted on 0845 850 5070
- Workspace development: Workspace provision can be accessed through the workspace strategic investment framework. Contact: Ian Whale.
- European programmes team: South West of England Regional Development Agency. Email: ian.whale@southwestrda.org.uk Address: Castle House, Pydar Street, Truro, TR1 2UJ

For further information please refer to the following links:

- Convergence Cornwall: www.convergencecornwall.com
-  [Convergence Operational Programme 2007-13 \[1.2Mb\]](#)

Pentreath Wins Outstanding Achievement Award

This year's Outstanding Achievement Award at the Cornwall Works WISE awards has been won by Pentreath – an organisation which offers training, work experience and employment opportunities for people in Cornwall who are recovering from mental ill health.

This is the first time in the three years that Cornwall Works WISE have taken place that an organisation rather than an individual has won the special award.

The 2010 Cornwall Works* WISE Awards - an annual celebration recognising excellence in employment and skills activity in Cornwall and the Isles of Scilly – have been praised by a Government minister. The awards also highlight the important role that the European Social Fund (at present through the ESF Convergence Programme) is playing in employment, skills and training and innovation across Cornwall and the Isles of Scilly.

The third Cornwall Works WISE awards ceremony - jointly organised by Jobcentre Plus, the Skills Funding Agency and the Convergence Partnership Office for Cornwall and the Isles of Scilly - took place on Friday July 2nd at the Headland Hotel, Newquay.

To read the full article: <http://convergencecornwall.com/what-is-convergence/media-releases.php?id=1241>

UCP News

We're running an employability skills course from 19th - 30th July. Your chance to get help to stand out from the crowd! Give us a call on 01209 617664 or email: ucp@cornwall.ac.uk

This is a FREE service and we welcome any comments. Please pass this item on to other interested parties. If you have received this from a source other than ECCVS and wish to be added to our distribution list then please contact us.

If you would like to include information in our **Signpost Newsletter** or the E-News Updates, please contact: Sylvia Johnstone – Admin Assistant, Tel: 01208 832763 / 832765 or email: s.johnstone@eccvs.org.uk or write to: East Cornwall CVS, Unit 3, St. Ingunger Country Offices, Lanivet, nr. Bodmin, PL30 5HS

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