

## Pam Sloan

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**From:** Pam Sloan  
**Sent:** 07 February 2012 14:25  
**To:** Administration Manager  
**Subject:** SPOTLIGHT e-bulletin February 2012 BVSC:02900  
 SPOTLIGHT e-bulletin February 2012

7 February 2012

The SPOTLIGHT e-bulletin has been put together to let you know about any information that falls in between the bi-monthly printed newsletter. We are sending the e-bulletin as a non-HTML email, with just text and links, to make it as accessible as possible.

The bulletin is emailed to all Councillors and BVSC member reps who have supplied us with an email address. If you do not want to receive this e-bulletin in the future, please email [adminmanager@bvsc.co.uk](mailto:adminmanager@bvsc.co.uk) and ask for your email address to be removed from the mailout.

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 The March edition of BVSC's SPOTLIGHT newsletter is published on Monday 27th February. If you wish to submit an article for the April edition, please send your articles by Thursday 5th April by email to: [adminmanager@bvsc.co.uk](mailto:adminmanager@bvsc.co.uk)

### TRAINING COURSES

#### UNDERSTANDING, DEVELOPING AND MEASURING OUTCOMES

Friday 2 March 2012

Room 105, Civic Offices, Broadway, Bexleyheath, Kent  
 10.00am – 4.30pm (registration 9.45am)

Would you like the skills and tools to track the real difference you make to your service users?

An Outcomes Approach will assist organisations to develop a clear framework to monitor progression and record the results. It

helps services and organisations deliver more effectively for their client group and funders. Understanding Outcomes is very important for Voluntary and Community Sector stakeholders. Mainstream Fund Givers such as Big Lottery, London Councils and Grant Making Trusts have adopted An Outcomes Approach and Bexley Council's funding strategy for the voluntary sector also advocates an outcomes approach.

Who should attend: Voluntary Sector organisations officers or trustees, advisers/development workers, Local Authority staff responsible for commissioning and Grants Officers.

This intensive one-day programme will provide participants with the knowledge and key skills required to design an outcomes approach relevant to the organisation at all levels, from single project to the whole organisation. The course will cover:

- What are Outcomes?
- Defining Outcomes in your work

09/02/2012

- Developing Outcomes when working in partnership and for collaborative bids
- Clarifying the distinction between aims and objectives
- Data collection methods
- Selecting outcomes indicators
- Using outcomes data for monitoring and reporting

Trainer: Kristine Wellington

The cost is £13.00 per person towards refreshments/buffet lunch. If you would like to book a place, please contact Kim Rabe or Olwyn Sinclair at Bexley Voluntary Service Council on 02083040911 or email:

[krabe@bvsc.co.uk](mailto:krabe@bvsc.co.uk)

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## PROPERTY MATTERS

ALL YOU EVER WANTED TO KNOW ABOUT PROPERTY BUT THOUGHT IT WAS TOO EXPENSIVE TO ASK!

A course delivered by The Ethical Property Foundation for voluntary and community organisations

FRIDAY 17 FEBRUARY 2012

Room 105, Civic Offices, Broadway, Bexleyheath, Kent

10.00am – 4.00pm (registration 9.45am)

The course will include:

- How to be successful in your lease negotiations
- Property and Charities
- What type of space is right for you
- How to find space – searches and briefs
- Negotiating the deal – key areas to look at, saving money in tough times
- Asset transfer – Community right to bid
- Co-location – Key legal issues, making the most of shared premises
- What property Professionals to use and when
- Property Management for beginners – maintenance, health and Safety, finance, environment

This course is FREE – all we ask for is £13.00 towards a buffet lunch and refreshments.

If you would like to book a place, please contact Kim Rabe at Bexley Voluntary Service Council on 020 8304 0911 or email: [krabe@bvsc.co.uk](mailto:krabe@bvsc.co.uk)

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## MOTIVATING PEOPLE IN DIFFICULT TIMES

Wednesday 22 February 2012

Bexley Voluntary Service Council

8 Brampton Road

Bexleyheath, Kent DA7 4EY

10.00am – 4.00pm (registration 9.45am)

This course will focus on how to motivate people in difficult times and in stressful situations by:

- recognising the factors that motivate people
- developing the leadership style that works best to motivate people

- understanding how effective communication can help to cut down de-motivation
- developing strategies to motivate, inspire and influence to get the best performance out of your team/people

This course is FREE – all we ask for is £13.00 towards a buffet lunch and refreshments.

If you would like to book a place, please contact Kim Rabe at Bexley Voluntary Service Council on 020 8304 0911 or email: [krabe@bvsc.co.uk](mailto:krabe@bvsc.co.uk)

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## CHOOSE WELL BRIEFING FROM NHS SOUTH EAST LONDON BEXLEY BUSINESS SUPPORT UNIT

### Background

NHS South East London Bexley Business Support Unit, along with NHS colleagues, is running a campaign to encourage local people to use health services in a more timely and appropriate way. Using the right service at the right time improves services for patients and helps the NHS run more smoothly. In winter, it is more important than ever that people get the right care at the right time.

The Bexley Care Trust website has a Choose Well area with valuable information, such as how to keep warm and well in winter.

The campaign seeks to clarify which conditions and illnesses can be treated by which service, as well as what is available and when. A range of organisations – including GP practices, pharmacists, libraries and other community outlets – have been sent information packs which include leaflets and posters.

### Key messages

The Bexley Choose Well leaflet provides a comprehensive guide to services. It says:

- Only call 999 or use A&E in an emergency
- The Urgent Care Centre at Queen Mary's, Sidcup is for urgent but not life-threatening minor injuries or medical problems such as broken bones, sprains and strains, minor head injuries, burns and scalds.
- The Minor Injuries Unit in Northumberland Heath can treat injuries that are not serious but can't wait until the next day such as minor cuts, bruises, minor dislocations, eye infections, minor burns or scalds.
- The walk-in service at Crayford Town Surgery provides treatment for those few patients who are unable to see their own GP owing to the nature of a specific illness or ailment, such as an infection, cut or stomach upset.
- Pharmacists can help and advise people on a range of ailments, such as allergies and diarrhoea; some also provide emergency contraception.
- If a patient isn't sure where to go, they should call NHS Direct on 0845 46 47.
- In the case of a minor illness or injury, self-care may be the best option. Encouraging people to keep their medicine cabinet stocked with paracetamol, aspirin, plasters, a thermometer, rehydration mixture, indigestion remedy, antihistamines and anti-diarrhoea medicine can also prevent people from using services inappropriately.

Please pass on this information where appropriate. Choose Well leaflets are available by emailing [communications@bexley.nhs.uk](mailto:communications@bexley.nhs.uk) or calling the number below.

For more information about the Choose Well campaign, please contact NHS South East London Bexley Business Support Unit communications team on 020 8298 6121.

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JOIN THE BOARD OF TRUST THAMESMEAD AND HELP TO MAKE A DIFFERENCE

Trust Thamesmead are currently recruiting for Trustees to join their governing body. Trust Thamesmead is at the forefront of making real and lasting change for the people of Thamesmead through innovative projects and partnerships. They are beginning to transform people's lives, particularly amongst those who most need support.

As part of the Board of Trustees you will help lead an organisation that is really turning its ambition for Thamesmead into reality.

New Trustees will show a commitment to the values and an understanding of their strategic vision, and are particularly looking for individuals who possess strong financial skills or experience in social enterprise, regeneration or marketing & communications.

Interviews will be held on the afternoon of Friday 24th February. Applications therefore need to be received by Wednesday 15th February for shortlisting on Friday 17th February 2012.

For an informal discussion about these vacancies or to apply to become a Trustee please contact Helen Webb at [hwebb@trust-thamesmead.co.uk](mailto:hwebb@trust-thamesmead.co.uk) or on 020 8320 4479

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BVSC