



Registered Charity No. 1038129

Annual Report and Accounts 2009-2010



Our Mission/Vision is to be the first point of call for community, voluntary and faith organisations that want small-scale research projects facilitating. We have achieved this over the past twelve months by continuing to offer the same level of service to voluntary, community and faith groups across the greater Merseyside area.

Interchange has proactively reached out into the community to promote the service and to ensure that groups know what is available to them. This work has been enhanced by ensuring that there is voluntary, community and faith representation on the committee sharing the knowledge of the needs of the sector with Interchange

Principal Office of the Charity:
School of Sociology and Social Policy
University of Liverpool
Bedford Street South
Liverpool
L69 7ZA
Tel: 0151 794 2986
Email: interchange@liverpool.ac.uk

MESSAGE FROM THE INTERCHANGE CHAIR

Interchange continues to collaborate with Voluntary, Community and Faith Organisations (VCFO) across Merseyside who are seeking Higher Education (HE) students wishing to undertake research and work projects as part of their academic curriculum. The collaboration brings together the knowledge, experience and skills of students,



Academic supervisors and VCFOs to contribute to the development of useful knowledge for the community. The aim of this reciprocal relationship is to develop a level of understanding that it would not be possible to achieve by any of these parties alone. Interchange presently partners the University of Liverpool and Liverpool Hope University to assist in resourcing and supporting the charity's mission of:

- Driving knowledge exchange and innovation for public benefit
- Enhancing the student experience

Interchange has been fortunate in appointing Claudette Graham as its Coordinate (February 2010). Initially Claudette took this role for one day a week but this was extended to two days in April 2010. Claudette has extensive experience of the third sector and is on the Management Committees of a number of VCFOs that collaborate with Interchange. Funding for her post has been secured for the forthcoming academic year through a successful application to the John Moores Foundation.

This year 25 students have registered for Interchange modules. Students report that this type of community-based learning is attractive because it presents the opportunity to be a part of the knowledge construction process and because it is enjoyable learning from the experience in the community.

In order to better understand the benefits of students projects to VCFOs Margaret Coffey and I undertook a study of the organisations that collaborated with Interchange (2009/10). All those in the study reported that the project had successfully provided them with the knowledge that would be useful and practical for their sustainability in, what was seen as a very challenging and competitive funding environment. We hope to publish our findings in a forthcoming article in the journal *Voluntary Sector Review*.

Interchange Acknowledgements and Thanks

The Interchange committee would like to thank: -

- The Interchange Coordinator, Claudette Graham.
- The new trustees and friends
- All the VCFOs who have supported the student learning this year
- All the students who have produced well researched Client reports this year
- Lindsey Metcalf for her work as Secretary and advice to the Board.
- John Moores Foundation for providing the funds for the Interchange Co-ordinator.
- The University of Liverpool for their continued support.
- To all the other trustees for their continuing support.
-

Louise Hardwick
Interchange Chair

PROJECTS that worked with INTERCHANGE

LIVERPOOL

Kensington Regeneration
Local Solutions
MOWLL
North End Writers
RAISE
Refugee Action
WEA North West
Women's Health Information and Support (WHISC)

Knowsley

Aspire Trust
Child Health Development Programme

ST. HELENS

St. Helens CVS, The Listen project

WIRRAL

Ferries Family Groups Ltd
Wirral Multicultural Organisation
Crass Routes
Amazing Lyfe

SEFTON

Litherland Youth Centre
Sefton CVS
Voice for Change

HALTON

Alzheimer's Society

WARRINGTON

The Tim Parry and Jonathan Ball
Foundation For Peace

ACADEMIC SUPERVISORS REPORTS

Ms. Louise Hardwick- *University of Liverpool*

This year has produced some outstanding Client reports as is evidenced by two of our students, Laura Donovan and Kylie Stranger receiving the University of Liverpool Lundie Memorial Prize for best dissertation. Overall 40% of the students were awarded a distinction for their work. The students reported that they had enjoyed the camaraderie of the workshops and the sense of being involved in projects that would be used and of benefit. Added to this, reports from the external examiners endorsed the high standard achieved and the innovative nature of the work produced.

Name of Student	Title of report
Emily Rose McClean	Ferries Family Groups
Abbie Price	Crass Routes
Kylie Stanger	Refugee action
Karen Lucas	Wirral Multicultural Organization
Jennifer Burgess	Alzheimer's Society
Naomi Oakley	Moving on With life and learning
Caroline Robinson	Local Solutions
Anna Laurence	Listen Project
Julie Swallow	North End Writers

Lisa Hamilton	The workers' Educational Association
Amy Ebarall	Sefton CVS
Laura Donovan	WHISC
Kelly Wooder	Child Health Development Programme, Knowsley
Rebecca Mullen	Voice for change
Grace Butler	The Tim Parry Jonathan Ball foundation for peace
Yvonne Toner	Bedford's Best Friends Matters project
Zoe Birtwistle	Interchange projects
Grace Overs	Lltherland Youth Centre
Jay McGann	Kensington Regeneration Project
Karen Bowman	MOWLL

Dr. David Whyte – *University of Liverpool*

This year we had a group of particularly enthusiastic and engaged students and a range of extremely interesting projects. The students were very well supported by their client organisations, and produced work which was generally well used, supporting organisational development and funding application made by client organisations. All in all, this was another successful year for both the students and clients of Interchange.

Dr. Margaret Coffey – *Senior Lecturer in Public Health at the University Salford (formerly Liverpool Hope University)*

Two, very diverse and interesting projects were undertaken by students at Liverpool Hope during the year. The first was a study to evaluate the perceived benefits of the psycho-spiritual programme 'Amazing Lyfe'. This was run through a lunch-time club; open to year 7 pupils, which aimed to improve wellbeing through mindfulness, meditation, emotional awareness, reflection and other consciousness technologies. The children are encouraged to be self-reflective about themselves and their relationships to others and the world.

The second project involved the evaluation of the impact of RAISE, an independent charity that offers welfare benefits and debt advice to the community. It was established in 1999 in order to promote social and financial inclusion amongst Housing Association tenants and other residents of Liverpool, Merseyside and the surrounding areas. It aims to help people to maximise their income, manage their debts, and avoid evictions by providing welfare rights, debt, and housing advice by home visits in order to make this advice more accessible to elderly, disabled, and other disadvantaged and excluded groups.

Both students deserve congratulations for the excellent results they achieved in respect of the outstanding pieces of work that were produced.

STAFF REPORT

I joined the Interchange team in February 2010 as co-ordinator and currently work two days a week. My role is to:-

- Ensure the smooth running of the Interchange office;
- Develop and maintain links with a wide range of voluntary, community and faith (vcf) sector organisations and groups throughout Merseyside and support them to develop their research needs/ideas into suitable student research projects;
- Secure placements for students engaged on the Applied Social Research and Social Policy modules.

In this academic year students had the opportunity to work alongside a VCF organisations from across Merseyside and completed projects from the Applied Social Research and Social Policy modules from the University of Liverpool and included students from the Department of Psychology and the Department of Health & Applied Social Sciences from Liverpool Hope University.

Claudette Graham
Interchange Co-ordinator

SECRETARY REPORT

During this period, Interchange has successfully secured funding which will allow us to build on our work in the local community. The Management Committee recognises its responsibility to provide good leadership to the organisation to make the most of the opportunities provided by this new funding. During these difficult financial times for local voluntary organisations, we want Interchange to be as effective as it can in reaching out and supporting partner organisations to conduct invaluable research, much of which helps local groups evaluate their work, improve services and secure funding.

To equip us as a Management Committee to lead Interchange through these opportunities and challenges, we secured the assistance of LCVS to facilitate our first Management Committee Away Day in February 2010. This event, and subsequent work during this year, has allowed us to set strategic goals, strengthen our policies and procedures to support Interchange's development as an organisation, and ensure our governance arrangements are effective. As part of this event, we undertook a skills audit among committee members. This has allowed us to identify where our strengths lie but also identify training requirements to ensure our committee has all the skills needed to successfully lead Interchange. A recruitment exercise is planned to introduce new members over the coming months to further strengthen Interchange's Management Committee. We hope to build on the work initiated this year by giving organisational and board development our ongoing attention, with the aim of continuously evaluating and improving our effectiveness as a Management Committee and as an organisation.

Board of Trustees:

Ms. Louise Hardwick (Chair) Ms Lindsey Metcalf (Secretary) Ms Chichi Bodart. (Acting Treasurer)

Dr. Margaret Coffey; Ms Barbara McNamara; Dr. Trish Lunt Dr. Dave Whyte; Ms. Gwen Lightfoot

Staff:

Interchange Co-ordinator: Claudette Graham

Evaluation of Interchange

During 2010, Interchange undertook an evaluation of a number of its projects from 2007-8, with the assistance of Zoe Birtwistle, a University of Liverpool student. The aim of the evaluation was to assess the longer-term benefits to local voluntary and community organisations of hosting an Interchange project.

The evaluation research found that ten out of the eleven organisations interviewed were “exceptionally positive” about the experience of working with Interchange. Organisations reported that they all still refer to the research reports produced by Interchange students, and that they provide useful when putting together funding applications or explaining the work of the organisation to external agencies. In one case, the research conducted by an Interchange student helped a local charity secure £500,000 National Lottery funding, paying for salaries for seven staff members. The evaluation report also made a number of recommendations for strengthening communication between Interchange, host organisation and student. Interchange’s Management Committee have already taken steps to address these suggestions and, having secured funding for a stable staff team, Interchange is now able to give even more one-to-one communication and support with organisations undertaking projects.

Looking at the future from 2010

The future of Interchange is very challenging with advent of the Coalition Government and the expected changes to Higher Education and the third sector as a result of the austerity measures. In this climate the Management Committee consider it vital that Interchange stays steadfast to its core objectives and achieves sustainability. Interchange has started to address this through an away day facilitated by Liz Reed for LCVS in which the rudiments of a business plan were discussed and drawn up. This addressed the mission statement, gaps in policies and procedures, and immediate and interim priorities.

FINANCIAL REPORT

The Acting Treasurer Chichi Bodart has been on sabbatical and the Co-ordinator took on the role of maintaining the Interchange account.

Interchange was successful in obtaining funds for a part-time co-ordinator from John Moores Foundation. This grant was passed on to the University of Liverpool to manage the costs of the Interchange co-ordinator. Apart from this, there has been little activity and the accounts are reflective of Interchange’s financial activities during this period.

The financial information presented in this report represents the financial activity for a 15 month period between, 1st September 2009 to 31st December 2010 and should not be expected to provide as full an understanding of the results and state of affairs of the charitable company and its policies and arrangements. The statutory annual update has been delivered to the Charities Commission and covers the period 1st September 2009 to 31st August 2010.

The Annual Report for next year will cover the period 1st January to 31st December 2011 and the statutory annual update for the Charities Commission will cover the period 1st September 2010 to 31st December 2011.

ACCOUNTS EXTRACT

Statement of Financial Activities (Incorporating an Income and Expenditure Account) for the year ended 31st December 2010

Interchange

Receipts and Payments Account for the Period Ended 31 December 2010

	Unrestricted £	Restricted £	Period 1 September 2009 to 31 December 2010 £	Year ended 31 August 2009 £
Receipts				
Donations	-	-	-	35
Bank Interest	6	-	-	115
Grant - John Moores Foundation	-	10,058	-	-
Total receipts	6	10,058	10,064	150
Payments				
Salary costs	-	10,058	10,058	-
Staff expenses	-	-	-	16
Venue hire	-	-	-	321
Research training expenses	-	-	-	2,791
Research training				
Promotion & administration	-	-	-	640
Sundry	10	-	10	154
Total payments	10	10,058	10,068	3,922
Net payments for the year	4	-	4	3,772
Cash funds brought forward	5,796	1,732	7,528	11,300
Cash funds carried forward	5,792	1,732	7,524	7,528

Statement of Assets and Liabilities as at 31 December 2010

	31 December 2010 £	31 August 2009 £
Cash funds:		
Balance at current account	1,329	1,339
Balance at deposit account	6,195	6,189
Total cash funds	7,524	7,528
Liabilities:		
Accruals	50	-

Independent Examiner:

Tom Singleton
Community Accountant
Liverpool CVS
151 Dale Street
Liverpool L2 2AH

Bankers:

NatWest
Liverpool University Branch,
5 Oxford Street
Liverpool
L7 7HL

TESTIMONIES from Students and VCF organisations

“I was awarded the Lundie Memorial Prize for my Interchange project, which involved working with WHISC, a local women’s health organisation, and evaluating the management of the charity. Receiving this prize for my work meant I was able to continue my studies, and I am now in the process of completing my Masters in Research Methodology.”

Laura Donovan Interchange Student 2009-10



“Interchange gave WHISC the opportunity to carry out research which we would not otherwise have the resources to conduct. The high quality report provided to us will help in demonstrating quality of service, help secure funding and help us gain Investors in People award status”.

Marie Wheldon WHISC

“The whole Interchange experience went off without a hitch. All of the people I met through taking part were lovely and the student really cared about the work we were doing. I would recommend this experience for anyone who wishes to have independent researchers evaluate their project and it feels great to be able to give a student the opportunity to expand their own experiences and work in a new environment.”

Hara Willow, Amazing Life

PARTNERSHIPS

Throughout the year, the partnership between Liverpool Hope University and Interchange grew, to include students from the Department of Psychology, in addition to students from the Department of Health & Applied Social Sciences. Staff from the Department of Psychology reported that they found the experience really worthwhile, and were delighted with the high level of achievement of their student.

In addition, a joint piece of research was carried out by Louise Hardwick of Liverpool University and Dr. Margaret Coffey of Liverpool Hope University looking at ‘the benefit to Voluntary Community Organisations of research that involves community-based learning’.



Registered Charity No. 1038129
www.liv.ac.uk/ssp/interchange

