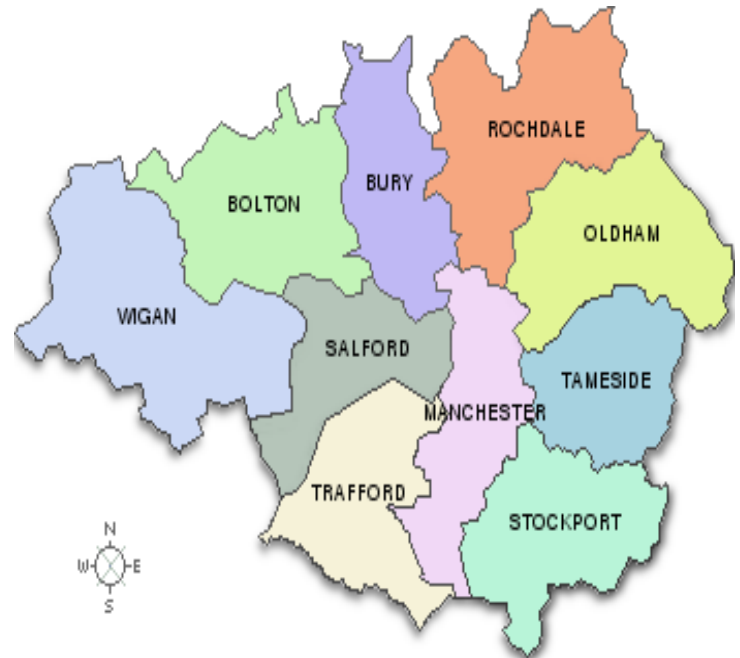


Greater Manchester InVOLve

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Welcome

Welcome to this newsletter, which has been produced by staff at Wigan & Leigh Council for Voluntary Service.

The benefits of a single Greater Manchester newsletter have been discussed by Greater Manchester Voluntary Sector Support (GMVSS) members and been accepted in theory for a number of years. Nothing has been done until now to test this.

This one-off pilot newsletter has been put together on behalf of GMVSS to assess the feasibility of producing a shared Greater Manchester Newsletter. The information we have included came through suggestions from regional infrastructure organisations.

In this newsletter you will find articles on items ranging from funding opportunities, training and events, the latest

government initiatives that affect the voluntary sector and information about services you may find useful for your organisation. It not only has local relevance but regional and national as well.

You may have got some of this information already but has this information come from many different sources? This newsletter pulls all this information together so you have it in one place.

Editors: Ellie Stitt, Louise Haigh, Heather Lomas; groups development workers at Wigan & Leigh CVS

Design: Catherine Lowe, children and young people project administrator

All information within this newsletter was correct at the time of going to press.

Who are GMVSS?

Greater Manchester Voluntary Sector Support (GMVSS) is a consortium working in Greater Manchester. The lead body for the consortium is the Greater Manchester Centre for Voluntary Organisation (GMCVO).

GMVSS has a number of aims and objectives it wishes to achieve by 2011, which are set out in their Business Plan.

The first project in the GMVSS Business Plan is to look at achieving consistency in service delivery and working as efficiently as possible. This is where this newsletter comes in because the project includes cutting down on duplication, such as the production of lots of different newsletters.

Other aims of the first project are:

- Avoiding competition between GMVSS members
- Joint purchase – e.g. insurance
- Collaborative delivery of services - starting with training in 2008-09 and moving to other areas in 2009-10

Government Pledge

On the 10th February the Government pledged up to £42.5 million to help volunteers, charities and social enterprises deliver extra help to those most in need during the current global economic slump. The action plan sets out a targeted package of support, including measures to increase advice, support and volunteering services in the areas that need it most across the country.

A targeted package of support to help the voluntary sector during the recession

The funding is broken down as follows:

Meeting Demand for Services and Tackling Unemployment

- Up to £10 million towards a volunteer brokerage scheme for unemployed people. The idea is to create over 40,000 opportunities where people learn new skills and benefit communities through volunteering. Available from April 2009.
- £15.5 million for a Community Resilience Fund that will provide grant funding to small and medium providers in areas of highest deprivation. This means more small grants to more community groups. Available from April 2009.

Strengthening the Sector now and in the future

- £16.5 million for a modernisation fund to help with accessing specialist services to enable organisations to explore restructuring options in order to optimise efficiency during the recession. Available from summer 2009.
- £0.5 million investment in the School for Social Entrepreneurs to increase its programme to support social entrepreneurs especially those working in deprived communities.

Further information and a copy of the plan are available from:

http://www.cabinetoffice.gov.uk/third_sector/real_help_for_communities.asp

X

Public Liability Insurance

Public Liability insurance cover is not a legal requirement, but any organisation that owns or controls premises, holds public events or has any dealings with the public would be foolhardy to avoid taking out such cover. Many funders require it, as do the conditions of some registrations such as for childcare premises. Organisations may also have obligations under contract to maintain this insurance.

Public Liability Insurance protects the organisation for claims by third parties, including service users and members of the public, for death, illness, loss, injury, or accident caused by the negligence of the organisation. It generally covers anybody other than employees who come into contact with the organisation. This should include volunteers, covering them against loss or injury caused by negligence of the organisation if they are not covered under the employer's liability insurance.

It can also protect for loss or damage to property caused through the negligence of someone acting with the authority of the organisation, which may include the actions of volunteers.

Public liability cover should clearly cover loss or injury caused by volunteers. In some cases a volunteer could be sued as an individual for damage caused to a third party, so the organisation's public liability insurance should indemnify them against this.

It could cover, for example, claims arising from:

- A worker breaking a client's property while visiting the client at home
- Theft of a service user's property from a community centre
- Someone who has booked a room in your premises being injured or having property damaged by a dangerous kettle
- A child injured on faulty play equipment, or because they were not supervised properly; and so on.

Public Liability Insurance does **NOT** cover:

- Injury to employees caused by the employer's negligence (employer's liability insurance would be required for this).
- Injury, property damage or other loss caused by provision of advice or professional services (professional indemnity insurance would be required for this).

How much does it cost?

Public Liability cover generally costs between £100 and £300 depending on what sort of group you are. It's sensible to get a few different quotes to compare.

Some funders will also fund your Public Liability Insurance as part of your grant application if they feel it is necessary, but many won't! Ask your funder if you can apply for the cost of insurance.

Further Information

Further information and a more comprehensive list of insurers for the voluntary sector can be found by visiting

www.volresource.org.uk

Volunteering England also has plenty of information about Public Liability Insurance and other types of insurance on its website, visit

www.volunteering.org.uk

The Charity Commission has guidance for charities (CC49) on this topic

www.charitycommission.gov.uk

Policies Specifically Designed for the Voluntary Sector

- Keegan & Pennykid Insurance Brokers
0800 731 8030
www.keegan-pennykid.com
- AON Charity Insurance (Ask for the Charity Assured Scheme)
0845 740 2003
www.aon.co.uk
- CaSE Insurance for Charities
0845 225 22 88
www.caseinsurance.co.uk
- M C Ladbrook
01909 565 858
www.ladbrook.co.uk
- Zurich
0845 602 3896
www.zurich.co.uk
- Finance Redirect Insurance Services
01234 358535
www.financeredirect.co.uk

Free resources for smaller charities

Get reports and accounts right the first time with free online resources for small charities.

[The Charity Commission](#) and the [Office of the Scottish Charity Register](#) are offering a receipts and payments pack, a Statement of Recommended Practice (SORP) manual specifically for smaller charities, an accruals pack for smaller non-company charities, and guidance on what is required for each charity size and a range of examples.

Charity Commission website also has free downloadable publications and guidance on other subjects such as Charities & Insurance, Charities & Fundraising & Charities Reserves.

Find information on: www.charity-commission.gov.uk (source: The Directory of Social Change newsletter).

Advice and support for infrastructure organisations

The National Council for Voluntary Organisations has a new web section specifically designed for people working in infrastructure organisations.

It contains information and advice on how to help organisations become more effective.

Help is available on subjects including governance, funding or campaigning advice.

Find out more on: www.ncvo-vol.org.uk/infrastructures

Legal Updates

Sandy Adirondack is a freelance management consultant and trainer working exclusively in the voluntary/not-for-profit sector. Her main specialisms are responsibilities of management committees/trustees, and legal aspects of voluntary sector management.

Her website includes a legal updateservice which will help your organisation keep up with changes in the law. There are direct links to government guidance, regulations and the legislation itself.

Go to: www.sandy-a.co.uk/

Charity Trustee Network

The Charity Trustee Network (CTN) is the national charity for trustees where:

- Trustees can share knowledge and experience
- Trustee vacancies are posted
- Information and services can be found

Trustees can have a voice to influence national policy

With funding from the Joseph Rowntree Foundation and Unity Trust Bank, the Charity Trustee Network has

developed a Codes of Conduct for Trustees booklet to help trustees work well together.

It includes the development and use of codes of conduct, useful tools, signposting to other resources and case studies demonstrating how other charities have used codes of conduct.

For more information visit:
www.trusteenet.org.uk

Professionals 4 Free

www.professionals4free.org.uk is a new website, which has been designed for:

- Voluntary and community groups looking for free help from professionals
- Brokers of free professional services, who want to publicise what they do
- Professionals who want to volunteer their services

This is a signposting website and links to the main brokers who match requests for help with offers of free or subsidised professional services, such as advice on website design (click on the 'Find a Broker' button).

Please note that this site is for voluntary and community groups who need professional advice or services. It does not provide general information, other resources, or more general volunteering support.

Only Connect

Only Connect is a visit scheme sponsored by Triodos Bank which enables you to visit another voluntary and community organisation to learn about their experiences.

They pay £150 for your time and travel to visit another organisation to learn how they have diversified their income through trading, public service delivery or by using loan finance.

Only Connect will pay the host organisation £200 as a consultation fee for their time spent with you. Go to www.ncvo-vol.org.uk/sfp/?id=7286 to see the application process.

Health News

Government Vision for improving Children's Health



On 12

February 2009 the Government published its long-term vision for improving children's health and wellbeing into the 21st Century. It is a joint publication by Children's Secretary Ed Balls and Health Secretary Alan Johnson.

The strategy, called 'Healthy lives, brighter future: the strategy for children and young people's

health' sets out what children and their families can expect from child health services in their areas from birth to 19 years.

There is a commitment to give additional financial support for children with disabilities and their families as well as support packages for all children and young people. The aim is to give parents the support they need to ensure that their child has the best chance to live a healthy life.

Alan Johnson, Secretary of State for Health pictured above, said: 'Investing in children's health from the early

years through childhood and adolescence will benefit children, families, society and the NHS.'

Ed Balls, Secretary of State for Children, Schools and Families commented: 'With schools, GP practices, hospitals, Sure Start Children's Centres, the voluntary sector and government all playing their part in helping to establish good habits in childhood, this will provide the basis for lifelong health, happiness and wellbeing

For a copy of the strategy go to: http://www.dh.gov.uk/en/News/Rece ntstories/DH_094405

“Be Active, Be Healthy”

The government strategy, ‘Be Active, Be Healthy’ was published on 11 February 2009 and is an important document for voluntary organisations to become familiar with, as the plan is to put ‘activity at the heart of communities’ with an emphasis on partnerships between statutory agencies and voluntary organisations.

The strategy aims to get people more active and reduce the rising levels of obesity in England by encouraging exercise, such as swimming, dancing and walking. A national Physical Activity Alliance will be created, which will pool the

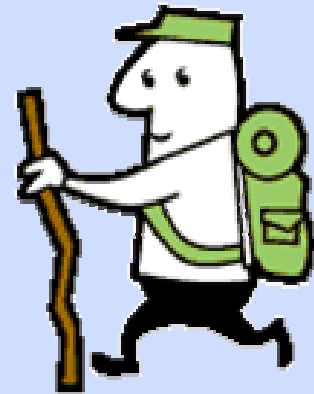
resources of the voluntary and private sector, such as leisure centres and grass root organisations, to get the nation moving. This will be an ideal opportunity for the voluntary sector to prove how indispensable it is in community-based service delivery.

Secretary of State for Culture, Media and Sport Andy Burnham said: ‘Getting two million people more active...is a big challenge, but I am confident that we can do it and make this country a healthier place for generations to come...We want to make sure that no barriers stand in the way

of anyone who wants to get into sport and get active.’

Get the strategy from:

http://www.dh.gov.uk/en/News/Recentstories/DH_094356



WIRELESS

FOR

THE

BEDRIDDEN

This is a national charity that provides televisions and/or radios for people who are housebound and in financial need. The service provides a range of brand new televisions from a major national company on a full maintenance contract at no cost to the recipient (where necessary, they also pay the first annual licence fee).

Their aim is to help people who feel most isolated and confined to their home for a wide range of reasons including physical disability, mental health problems and difficulties associated with age. Applications need to be recommended and supported by a sponsoring organisation such as a Social Services Dept., recognised charity or welfare agency.

If your organisation would like to become a sponsor contact:

159a High Street, Hornchurch, Essex, RM11 3YB

Tel: 0800 0182137

Fax: 01708 620816

Web: www.w4b.org.uk

(currently being redeveloped)

Funding and Finance

Sport England

Sport England has published a new funding strategy, setting out the investment programmes that will be available to organisations delivering grassroots sport from April 2009.

Sports clubs, voluntary and community organisations, local authorities and education establishments will be able to apply to these four open-access funding streams worth a maximum of £45 million per year.

You can download 'Funding sport in the community', which includes more details on each of the funding programmes and a timetable of further announcements.

Website:

http://www.sportengland.org/index/get_funding/how_funding_works.htm



Biffaward

The 2009 Small Grants Scheme is now accepting applications. Often groups only need a small amount of money to make a difference to a local facility, be it a community building, nature reserve, cultural facility or outdoor space.

Biffaward also operate: Main Grants - Community for between £5,000 and £50,000 and for up to £50,000; Main Grants - Biodiversity; and Flagship Scheme grants of £150,000 - £500,000. The 2009 Flagship Scheme application process is anticipated to re-open on 02 March 2009.

Website: www.biffaward.org

Adventure Capital Fund

The Business Development Grant is now open for applications. The ACF can provide a grant of up to £15,000 and five days support to help community enterprises within England at the early stage of their development.

Application Deadlines: Between now and 14 March 2009 for decisions by the end of April 2009; 4 May to 29 May 2009 for decisions by 30 June 2009.

The aim of the grant is to help embryonic social enterprises do the necessary work to take an idea forward from the planning stage. This can include preparing for:

- Proper business planning;
- Clear targeting and organisational development;
- Income generation that reduces grant dependency;
- Increased social impact.

In the next couple of months the ACF should be making further announcements about the re-launch of its Main Investment Fund and Managed Workspace Fund.

Website:

www.adventurecapitalfund.org.uk

Fed up with the Increased Competition for Grants?

Why Not Try...

FutureBuilders

Provides loan financing at 6% interest to third sector organisations.

FutureBuilders offer loan financing, often combined with grants and professional support, to third sector organisations in England that need investment to help them bid for, win and deliver public service contracts.

If you have a turnover of less than £250,000 and need help with the costs of tendering for public sector contracts, the Small Organisation Tender Fund may be the product for you.

Or if you are thinking about forming, or have recently formed, a consortia, then the Consortia Fund could be the ideal product for you.

Or, a loans-based investment of at least £50,000 could be just what you need to purchase a building or invest in your organisation's working capital.

For more information visit <http://www.futurebuilders-england.org.uk/> or call 0191 261 5200.

Trading

Income generated through trading goods or services on the open market can be a valuable source of unrestricted, independent income and a real contribution to supporting organisational independence and growth.

Some voluntary and community organisations use trading activity to generate a significant proportion of their income for example, by renting space or equipment, selling skills in training, advocacy etc, developing trading arms (charity shops, training consultancy services etc.), or delivering services on behalf of local authorities (health and social care, after school clubs etc.).

Alternatively, trading can be as simple as community

theatres selling old posters and cups of tea.

Trading doesn't have to be about turning organisations into businesses, but about enabling voluntary and community organisations to become more sustainable by diversifying their income base and avoiding reliance on time-limited grant income.

NCVO (National Council for Voluntary Organisations) has some useful publications including a trading toolkit and a guide to trading to help you if you're considering Trading as a way to generate income for your group.

Visit www.ncvo-vol.org.uk and search for Trading guidance.

It is best practice for groups to diversify their income so as not to become too reliant on one source of funding...

...what would you do if this one source of funding suddenly came to an end?

Business in the Community

Business in the Community

Runs 2 programmes that are designed to bring business help to community groups and voluntary organisations in Greater Manchester.

Greater Manchester Cares is an employee volunteering programme. Thousands of volunteers from businesses across Manchester want to give their time, skills and resources to local community projects and schools. For example, do your premises need a fresh coat of paint in order to create a welcoming environment for everyone? Do you need help staging a special event? Or perhaps a sunny garden area would provide you with extra space

which your community could enjoy? If so, Greater Manchester Cares wants to hear from you.

Greater Manchester Cares exists to match up these enthusiastic employee volunteers with community groups like yours. To find out how to become involved in Cares please contact 0161 233 7777 or 0161 233 7761 or visit <http://www.bitc.org.uk/northwest/>.

ProHelp is a network of professional firms committed to providing free (pro bono) advice and support to local community groups and voluntary organisations. In Greater Manchester, firms engaged in ProHelp include

surveyors, solicitors, accountants, architects, consulting engineers, PR and marketing agencies, landscape architects and Health and Safety consultants. Manchester ProHelp runs local advice surgeries and capacity building workshops for community groups. These provide a valuable opportunity for face-to-face support, dialogue between business and the voluntary and community sectors and can provide targeted support for issues facing a wide range of community groups, such as the implications of the Disability Discrimination Act. More information can also be found at: www.prohelp.org.uk or call 0161 233 7761.

Commissioning

Public bodies, such as local authorities and the PCT, are increasingly commissioning services instead of funding organisations through the more traditional route of awarding a grant.

Where Can We Access Support With Commissioning?

FutureBuilders has launched the Small Organisation Tender Fund together with the National Programme for Third Sector Commissioning (NPTSC). This grant fund helps finance tendering costs or capacity building work - such as legal costs, advice from procurement specialists, financial expertise and bidding staff costs - to help small organisations win specific public sector contracts. For more information, visit the Futurebuilders website at: <http://www.futurebuilders-england.org.uk/news-and-events/news/launch-of-new-fund-to-help-small-organisations/>

NCVO (National Council for Voluntary Organisations) offer a wide range of advice and support for Voluntary groups thinking about delivering public services or entering into contracts <http://www.ncvo-vol.org.uk/publicservicedelivery/index.asp?id=2116>

The Charity Commission has clear guidance on Charities and Public Service Delivery, available free at: www.charitycommission.gov.uk/publications/cc37.asp

Commissioning

NAVCA (National Association for Voluntary and Community Action) is worth a look for articles on Commissioning, such as this one from Feb/March 09 on Challenging Tender Processes:

[http://www.navca.org.uk/NR/rdonlyres/F14CA007-7DB9-46A8-BD0C-](http://www.navca.org.uk/NR/rdonlyres/F14CA007-7DB9-46A8-BD0C-C5C24B7BB47B/0/5tenderingremedies.doc)

[C5C24B7BB47B/0/5tenderingremedies.doc](http://www.navca.org.uk/NR/rdonlyres/F14CA007-7DB9-46A8-BD0C-C5C24B7BB47B/0/5tenderingremedies.doc) and they also publish essential news, information and where to get advice and support on Commissioning. Visit their website at:

www.navca.org.uk .

CVS Your local Council for Voluntary Service (CVS) or similar should be able to offer your group support with Commissioning. To find your local CVS, visit Greater Manchester Voluntary Sector Support's (GMVSS) list of organisations who offer support and services to voluntary and community groups in your local area:

<http://www.gmvss.net/OrganisationsAtoZ> .

If you are a CVS or other Local Infrastructure Organisation offering support to frontline groups, you can get support on Commissioning issues yourself; NAVCA's Local Commissioning and Procurement enquiry service can provide further information and clarification on challenging tenders as well as other areas of commissioning and procurement. This service is available to all local infrastructure organisations and can be contacted by phone: **0114 289 3989** or email: lcpcu@navca.org.uk

What Do Groups Need To Start Tendering for Contracts?

Groups should be incorporated i.e. Company Ltd By Guarantee – this enables you to enter into contracts in the name of the Company as opposed to the individual Committee Members.

As well as your proposal outlining how you will deliver the project within the timescales set, organisations will generally be asked to provide and have in place the following minimum requirements when bidding for tenders:

1. Details of similar works carried out elsewhere, or details showing the competence of the organisation to undertake such works. Including telephone numbers of referees that may be contacted;
2. Copies of Officers curriculum vitae's undertaking the work;
3. A copy of each of the last three years audited accounts for the company or partnership;
4. Details of how you will involve and manage working relationships with, sub-contractors in providing the Contract;
5. Proposed method for monitoring of performance and details of any
6. Quality Assurance schemes that you operate or are a party to, if appropriate;
7. Information about environmental good practice within the Company;
8. A copy of the equality and diversity policy;
9. A copy of the health and safety policy;
10. Appropriate insurance; Personnel who will work on the project, including their skills and experience.

Where Can I Find Tenders To Bid For?

Public bodies' tenders are advertised on a number of different websites and also in some trade journals and local newspapers. Many will advertise them on a section of their own website as well.

The websites listed below provide a useful idea of what the public sector is buying both locally and farther afield, and how they advertise tenders. However, be aware that turnaround time can be tight and that your competition may have been aware of the timescales and the commissioner's requirements a long time in advance.

Local

The best place for local Voluntary Organisations to look for tenders is your local council's website. Departments within your local authority, such as the Adult and Children's Services departments will more than likely be commissioning services. Building relationships with possible customers of your services (for example your Local Council or your local PCT) and making them aware of your work will put you in the best position to be aware of future upcoming opportunities, timescales and potential input into the whole commissioning process.

Find your local council website at:

<http://local.direct.gov.uk/LDGRedirect/Start.do?mode=1>

General

- [supply2.gov.uk](http://www.supply2.gov.uk/) <http://www.supply2.gov.uk/>
- [Tenders Electronic Daily](http://ted.europa.eu/) <http://ted.europa.eu/>

Subject Specific

- [NHS supply2health](http://www.supply2health.nhs.uk/default.aspx)
<http://www.supply2health.nhs.uk/default.aspx>
- [Children's Workforce Development Council](http://www.cwdcouncil.org.uk/tenders)
<http://www.cwdcouncil.org.uk/tenders>
- [Department of Work and Pensions](http://www.dwp.gov.uk/supplyingdwp/)
<http://www.dwp.gov.uk/supplyingdwp/>
- [Learning and Skills Council](http://www.lsc.gov.uk/providers/commissioning/)
<http://www.lsc.gov.uk/providers/commissioning/>
- [National Offender Management Service \(NOMS\)](http://www.noms.homeoffice.gov.uk/about-us/working-with-partners/service-providers/NPN/)
<http://www.noms.homeoffice.gov.uk/about-us/working-with-partners/service-providers/NPN/>

Will There Be More Support Available in the Future?

There is a current invitation to tender to write a guide to procurement law for voluntary and community organisations. For more information about this invitation to tender and the tender process, visit: <http://www.navca.org.uk/news/itt.htm> .

A network is also being developed by ACEVO's (Association of Chief Executives of Voluntary

Organisations) Income Generation Team, in partnership with NAVCA's Local Commissioning and Procurement Unit, to offer specialist advice to frontline groups on engaging with public sector procurement. Your local CVS should be able to advise you once this is up and running and what support is available from the network.



Regional Events and Training



Key Dates for Your Diary

Creating Sustainable Excellence

Date: Tues 3rd March 2009

Location: Manchester
Manage innovation, responsiveness, quality and culture in ways that are appropriate for the organisation's mission, resources, business environment, life stage and growth potential. Create excellence and advantage that is sustainable. The course explores quality management and how to embed quality and innovation throughout the organisation. Relevant for Senior Managers, people responsible for developing strategy within the organisation and people running small organisations wanting to achieve long-term growth, people aspiring to the above.

Price: £45

Contact: Gill Dixon at GMCVO on 0161 277 1019 or email gill.dixon@gmcvo.org.uk

'Make a Difference' Campaign Roadshow

Date: Mon 9th March 2009

Location: Manchester
Open to voluntary sector organisations, support provider/umbrella or second tier organisations, front line organisations and individual campaigners this is an opportunity to meet others involved in campaigning in your area, network, learn new skills and take part in workshops specific to the needs of your region.

Contact: G Coyne on 0151 243 5340 or Mike Blaney on 0161 839 2613

Yes We Can!

Date: Mon 9th March 2009

Location: Manchester
This free event on campaigning and advocacy by the VCS will promote effective campaigning, show how campaigning can help community and voluntary organisations achieve their aims, understand power structures, encourage learning and sharing of campaigning skills and knowledge, and help to amplify voices of the silent.

Contact: Tanja Canning at NCVO on 020 7520 2505 or visit the website <http://www.ncvo-vol.org.uk>

Employment Law Seminar

Date: Tues 10th March 2009

Location: Wythenshawe
This free evening session has been arranged to help voluntary, community and faith sector organisations that otherwise would not have access to vital employment law knowledge. Organised by Voluntary Youth Manchester in conjunction with Peninsula Business Services.

Contact: Ross Grant at VYM on 0161 832 0169 or email: voluntaryyouthmanchester@googlemail.com

Develop your Tendering Skills

Date: Thurs 12th March 2009

Location: Manchester
A must for SMEs new to public sector tendering or looking to improve their chances of success in selling to this market.

Contact: visit the [supply2.gov](http://supply2.gov.uk) website www.supply2.gov.uk/events/s2grs09/index.html

Sustainable Spaces

Date: Fri 20th March 2009

Location: Manchester
Looking at how to make community hubs more environmentally friendly and how money can be saved

through energy saving and waste reduction.

Contact: Morag Rose, Community Hubs at GMCVO on 0161 277 1039 or email morag.rose@gmcvo.org.uk

Speak Your Mind!

Date: Tues 24th March 2009

Location: Manchester
Organised by Manchester Mental Health Watchdog (a sub-group of Manchester LINK), this event will include round table discussions and a 'Question Time' session, which will give service users and carers the opportunity to challenge the decision-makers. Panel members include Tracey Ellery, deputy chief executive of Manchester Mental Health and Social Care Trust, and Craig Harris, head of Mental Health Joint Commissioning.
Contact: Manchester LINK on 0161 214 3909

What does a Regional Strategy mean for the Greater Manchester voluntary sector?

Date: 25th March 2009

Location: Manchester
An overview of the key points and proposals contained in a recently-published 'principles and issues' consultation paper on regional strategy. As well as feeding back to regional partners, the event offers the VCS an opportunity to discuss the shared priorities important to Greater Manchester's development.

Contact: Tanya Coutts at GMCVO 0161 277 1002 or email

tanya.coutts@gmcvo.org.uk