

## ARUN DISTRICT COUNCIL

<b>REPORT TO:</b>	<b>HOUSING AND WELLBEING COMMITTEE – 6 DECEMBER 2022</b>
<b>SUBJECT:</b>	<b>VOLUNTARY ACTION ARUN &amp; CHICHESTER IMPACT REPORT</b>
<b>LEAD OFFICER:</b>	<b>ROBIN WICKHAM, GROUP HEAD OF WELLBEING &amp; COMMUNITIES</b>
<b>LEAD MEMBER:</b>	COUNCILLOR JACKY PENDLETON
<b>WARDS:</b>	<b>ALL</b>
<b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b> IMPROVING THE WELLBEING OF ARUN: To plan services, resources, amenities, activities, and places to help our community thrive.	
<b>DIRECTORATE POLICY CONTEXT:</b> The Wellbeing and Communities Group work with key partners to deliver a range of services to support the community. Voluntary Action Arun & Chichester (VAAC) is a partner that provides infrastructure support for the voluntary and community sector. Funding support for VAAC is provided by Arun District Council.	
<b>FINANCIAL SUMMARY:</b> The current funding agreement with VAAC is for five years from April 2019. The contribution is £50,000 per annum, increased annually by the consumer price index.	

### 1. PURPOSE OF REPORT

- 1.1. A periodic report is provided by Voluntary Action Arun and Chichester (VAAC) on its activities and to provide information on the status of the voluntary and community sector.

### 2. RECOMMENDATIONS

It is recommended that the Housing and Wellbeing Committee:

- 1.2. Endorse the work of Voluntary Action Arun & Chichester and agree that the Council continues to fund it in accordance with the terms of the agreement.

### 2. EXECUTIVE SUMMARY

- 2.1. Voluntary Action Arun & Chichester (VAAC) is Arun's infrastructure support organisation for local voluntary and community organisations. VAAC will provide a presentation to the Committee on its work, impact and report on the state of the sector in accordance with the terms of the Service Level Agreement.

### **3. DETAIL**

- 3.1. The voluntary and community sector is made up of a large and diverse range of organisations. Arun District Council recognises the importance of a vibrant and successful voluntary and community sector and provides support funding to ensure that the organisational and development needs of the sector are met. This is achieved by funding a local infrastructure delivery organisation.
- 3.2. The service in Arun is delivered by Voluntary Action Arun & Chichester. Voluntary Action Arun & Chichester (VAAC) is a registered charity and a company limited by guarantee. VAAC was formed in April 2012 following a merger of the voluntary and community service organisations that served the districts of Arun and Chichester. It has been financially supported by Arun District Council throughout this period. The funding agreement with VAAC commenced in April 2019 and will end on 31 March 2025, the funding is £50,000 per annum increased annually by the consumer price index.
- 3.3. VAAC is a member of an alliance of voluntary and community sector infrastructure support organisations in West Sussex. The Alliance is provided with funding from West Sussex County Council to establish a common strategy across West Sussex. However, the service is delivered in each District and Borough with local funding to meet local needs. To this end the whole sector can speak with one voice in West Sussex and the local delivery partners work together to adopt best practice, avoid duplication, but have the flexibility to respond effectively to local issues.
- 3.4. A successful voluntary and community sector is a vital component of a vibrant local economy. Infrastructure delivery is an essential part of ensuring that the sector is equipped to best serve the community.
- 3.5. The VAAC Impact Report is provided at Appendix A.
- 3.6. The specification for the service delivered by VAAC is provided in Appendix B

### **4. OPTIONS / ALTERNATIVES CONSIDERED**

- 4.1. The Impact Report is provided by VAAC to update the Committee on its activities and no options or alternative actions are required.

### **5. CONSULTATION**

- 5.1. None.

### **6. COMMENT OF THE INTERIM GROUP HEAD OF FINANCE/S151 OFFICER**

- 7.1 The report has no direct budget implications.

## **7. RISK ASSESSMENT CONSIDERATIONS**

7.1. None.

## **8. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER**

8.1. The funding and delivery of the VAAC are governed by a funding agreement and service level agreement as outlined in the report. Both documents are kept under review in order that they remain fit for purpose and reflective of the Council's current requirements for the service.

## **9. HUMAN RESOURCES IMPACT**

9.1. None

## **10. HEALTH & SAFETY IMPACT**

10.1. None

## **11. PROPERTY & ESTATES IMPACT**

11.1. VAAC is a tenant of the Council based at Bognor Regis Town Hall.

## **12. EQUALITIES IMPACT ASSESSMENT (EIA)**

12.1. None

## **13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT**

13.1. None

## **14. CRIME AND DISORDER REDUCTION IMPACT**

14.1. None

## **15. HUMAN RIGHTS IMPACT**

15.1. None.

## **16. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS**

16.1. None.

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### **CONTACT OFFICER:**

Name: Robin Wickham

Job Title: Group Head of Wellbeing & Communities

Contact Number: 01903 737835

# ARUN DISTRICT COUNCIL

## BACKGROUND DOCUMENTS:

### *Appendix A - Voluntary Action Arun and Chichester (VAAC) Impact Report*

<b>Title of report</b>	Voluntary Action Arun and Chichester (VAAC) Impact Report
<b>Paper Number</b>	
<b>Written by :</b>	Jackie Sumner
<b>Presented by :</b>	Jackie Sumner
<b>Board meeting date :</b>	6 <sup>th</sup> December 2022

#### **Executive summary:**

This report provides an overview of the work of VAAC from April to October 2022. It sets out the highlights over quarter one and two and performance against the key performance indicators (KPI) with a focus on the Arun District.

#### **Decisions / Recommendations**

For information and discussion

#### Appendices :

1. KPI's to end of quarter 2
2. Table of VCSE development support
3. Marketing activity

## **Business Planning**

The final members' consultation on the VAAC Strategy 2022- 2025 took place online throughout August. The document has now been published and it was officially launched at the Members and Partners Day on the 18<sup>th</sup> October at the Aldingbourne Trust. The event was attended by 38 members and stakeholders. Feedback from the day was positive.

This strategy underpins all the current VAAC work <https://www.vaac.org.uk/about-us>

The annual business planning cycle commenced with a team away day in early December as this will then drive the budget setting process for 2023 – 2024. We reported back to West Sussex Voluntary Sector Infrastructure Alliance partners on quarter 1 and quarter 2 performance, and the six month review meeting with WSCC

took place late November. The formal Arun and Chichester Districts deadline for funding review documentation was 30<sup>th</sup> November, with follow up meetings in early December.

Aspects of the long term VAAC Business Plan 2023 – 2028 are being analysed and developed throughout the current year. The next priority, having reviewed our HR functions, is to ensure that our ICT (software and hardware) are fit for purpose.

The Arun district KPI's to the end of quarter 2 are detailed in Appendix 1. All KPI's are on track.

### **Development work**

VAAC currently has 459 of members and the geographical breakdown is as follows.

<b>Area</b>	<b>Membership number</b>
Arun	164
Chichester	171
Arun and Chichester	108
Countywide	15

Referrals are currently averaging around 23 per month, and in quarter 1 the total number of referrals was 28. Which is similar to quarter 1 in 2021-2022. There have been 21 Arun referrals to the end of October 22, and the details of the developmental support is referenced in Appendix 1.

VAAC's development support capacity needs to match these increasing demands. New partnerships have been developed with Sussex Charity Mentors and The Track work hub in Bognor Regis. The latter provide a free six week start up course for potential CIC/social enterprises. These courses are tutored by local business experts. The first of these courses started on the 20<sup>th</sup> September.

#### **An example of an Arun referral is below:**

Request for VAAC's support via referral form. Betty McCann of Ferring Village Hall.

***"Our hall is nearly 100 years old. We have several energy- related projects, one of which is to install solar panels on the south side of our roof".***

VAAC suggested the Rampion Fund would be a good fund to try (as well as a few others) for solar panels via a Zoom call.

***"I am trying to set up a meeting next week with our small committee to start the process and will come back to you once we have something concrete. I do appreciate that Rampion application finishes in late March. Many thanks again."***

In what ways will the advice given by VAAC make a difference to your organisation?

***June 2022 - Ferring Village Hall received £5,000 from the Rampion Fund to install solar panels. VAAC waiting to hear when these are installed.***

***“Many thanks”. Betty***

### **Case Study Video**

The case study video on Cancer United who VAAC have worked alongside will be featured as part of the presentation to the Health and Wellbeing Committee.

### **Volunteering Advice, Support and Development:**

This has been a productive six months for volunteering support and the key achievements are detailed below:

- Volunteer role enquiries have increased by (on average) 30 per month since we installed the Get Volunteering app.
- As a result of the app availability, we have had 423 ‘register your interest’ clicks.
- In addition, the VAAC roles have been viewed 1,939 times.
  - Attendance at NCVO workshop: Engaging Young People in Volunteering.
  - Increased number of enquiries, emails, calls and registrations (see KPI report in Appendix One).
  - Meetings with local organisations and CVS’s, including Community Works, MSVA, the CVS Alliance.
  - Implementation of changes to the database, resulting in improvement in communication and follow ups with the volunteers/organisations.
  - VAAC’s VCN meeting in July – Youth Volunteering, including two speakers from South Downs National Park and Community First.
  - Supporting Arun Community Transport with volunteer recruitment.
  - Organised for School/6<sup>th</sup> Form assemblies to encourage volunteering.
  - Work on our list of animal charities to talk to them about a cross organisational campaign on volunteering.
  - Felpham Community College presentation to Year 11’s / 12’s about volunteering. This covered the benefits of volunteering, the different types of volunteering and all about what opportunities there are locally that might attract/suit them.
  - Attendance at Littlehampton Community & Jobs Fair at Littlehampton Wave. Approximately 180 people attended.
  - Volunteer Fair held in Bognor Regis on 20<sup>th</sup> September, 30 groups were represented and it was attended by 78.

### **Commissioned work** (Local Community Network/NHS)

### **VCSE engagement of ethnically diverse communities in both Arun and Chichester**

VAAC launched its report, 'Conversations with Ethnically Diverse Communities' at the VAAC AGM mid July <https://www.vaac.org.uk/perch/resources/conversations-with-ethnically-diverse-communities-report.pdf> We have received positive feedback from the report with an interest in how we are taking forward the recommendations and indications of which organisations could assist us.

Organisations have been using the report to consider further engagement with ethnically diverse communities in their project and service delivery:  
Sussex Interpreting Service (SIS) commented:

*"There is such a wealth of information. I will be sharing internally with some other colleagues - primarily with a view on how SIS (going forward) looks to support interpreting and how we might engage with communities in West Sussex".*

We have also received increased requests from VCSE regarding how to increase and strengthen their engagement with ethnically diverse communities, and to access the contacts that we have. Organisations seeking advice include the Alzheimer's Society, West Sussex Carers Support and Relate.

We are also working on a project with Mind and Heads On, which is a co-produced exploration of Black, Asian & Minority Ethnic (BAME) involvement within commissioning, design, delivery and improvement of mental healthcare in Sussex. It brings together Sussex Partnership NHS mental health services, ethnic minority grassroots community groups, wider VCSE and the Sussex Health and Care Partnership (SHCP).

## **Health Engagement: Cancer Screening**

The survey on the barriers to cervical cancer screening is now concluded. The short survey was devised to identify which barriers were most relevant to our local communities, and if there were any patterns associated with any particular geographical areas or GP surgeries. Going forward it is hoped that this information can then be used to inform and target any interventions or promotional work.

The survey was hosted on Google forms and was open over 4 weeks in June and July 2022. It was publicised through VAAC's members' newsletter and shared via VAAC's social media. Links to the Google form were emailed out to the practice managers of all the GP surgeries within the survey area, a total of 26 surgeries, 12 within Chichester District Council and 14 within Arun District Council.

In-person responses were also collected from community venues across the survey area. These included: Brookes Lounge, Bognor; Bersted Green Court Hub, Bognor; St Wilfrids Community Café, Bognor; Creative Heart, Littlehampton; Oving Chill and Chat café, Chichester, Tangmere Chill and Chat café, Chichester. A Family Support Practitioner employed by Family Support Work ([www.familysupportwork](http://www.familysupportwork)) also collected some responses whilst doing home visits.

A total of 122 responses were collected, of which 65 were in person (53%) and the remainder were collected online via the link or QR code.

A final report was completed mid October.

<https://www.vaac.org.uk/perch/resources/barriers-to-cervical-screening-report.pdf>

A meeting to review the results, and discuss ideas for future work to address the issues raised, was held with the managers of the Primary Care Networks (PCN's) that cover Arun along with WSCC Partnerships and Communities Team.

Further meetings have also been held with Regis PCN to look at the feasibility of a community based cervical screening session. We have also held a meeting with Bognor Regis Town Football Club and Regis PCN regarding a bowel cancer screening awareness campaign.

### **Winter Access Primary Care – Littlehampton**

This project will look at barriers to access to primary care for vulnerable groups in Littlehampton. The delivery partnership involves Creative Heart, Worthing Homes and Age UK. The engagement will be a combination of formal and informal research. The latter will be arts-focused and be based in Creative Heart. The project will commence late September and run through to March 2023.

### **Support to Ukraine community**

Arun have initiated a grant aid scheme to support Ukraine community members and VAAC were involved in the decision making panel for the distribution of these funds. VAAC have been directly working with the organisations below:

The Shore Community Church <a href="#">Community - The Shore Community Church</a>	They have a dedicated project (inclusive of a weekly drop in, language classes and supporting hosts/ Ukrainians).
Ukraine-UK Resettlement <a href="#">UK resettlement programmes</a>	They provide accessible information to hosts and Ukrainians (they know how to access support etc, different events) .
Head to Head (NHS provision)	They are setting up a weekly mental health support group inclusive of trauma support in Arun for Ukrainian refugees.
West Sussex Mind <a href="http://www.westsussexmind.org">www.westsussexmind.org</a>	They have a dedicated Ukrainian outreach worker.
Arun and Chichester CAB <a href="http://www.arunchichestercab.org.uk">www.arunchichestercab.org.uk</a>	They have a dedicated worker – whose focus is on financial support.
Sanctuary, Chichester <a href="https://sanctuaryinchichester.org">https://sanctuaryinchichester.org</a>	Dedicated officer employed across both Arun and Chichester

### **Collaboration and Partnership Work**

#### **Health Inequalities**

The work of both Arun and Chichester Local Community Network (LCN) continues. The commissioned NHS VAAC work is reported to these forums.

Within the Arun LCN the work that was developed in relation to the Bognor Drug Reduction Action Plan has been adopted by the Safer Arun Partnership and West Sussex Community Safety Partnership. The LCN also has a current focus on Cost of Living and potential negative health impacts. There has been significant partnership work in identifying the risks and impacts of the cost of living crisis and how the district can attempt to mitigate these impacts.

### **Arun and Chichester Food Partnership**

The Food Partnership now have an agreed strategic document and agreed subgroups on:

- Food Security
- Food for Health
- Food for Sustainability

There are also area-based groups including Littlehampton. The partnership's focus is on food provision (foodbanks, community pantries, etc.) and how the different processes work. There was also some feedback from some public health research on health inequalities in Wick, and the cost of living crisis. Community allotments are also ongoing themes.

The Bognor Regis Celebration of Food and Community ran from the 16<sup>th</sup> – 21<sup>st</sup> August. 182 residents participated in the week. This was directly linked to the wider Taste Festival and we were able to pilot the use of vouchers as a means of supporting families to participate in the event, and as a thank you to the volunteers that supported the week's activities. VAAC and volunteering were promoted throughout the week. The footfall over the Taste weekend increased by 5,000 from the same weekend in 2021.

### **Financial Impact Group/Cost of Living**

There has been significant work in response to the Cost of Living Crisis and this work is likely to continue in the long term.

Countywide there has been lobbying by the Financial Impact Group, and WSCC now have a small, dedicated team. Their focus is on data analysis. Therefore, the ask has been to invest in the Policy In Practice Lift Dashboard.

The Districts are also looking at what additional measures they can put in place for staff. We have re-promoted the Employee Assistance Programme that provides wellbeing, financial, mental health and legal helpline support to members.

VAAC now have a dedicated Cost of Living web page which is performing a combination of key tasks: seeking updates from members on impact (via a Jam Board); highlighting what national organisations are engaged with in terms of campaigns etc. and flagging the local response.

Countywide organisations, Age UK, West Sussex Carers and Aldingbourne Trust, held a fact finding and solution focused workshop on the 15<sup>th</sup> September. The morning was

focused on sharing skills, resources and cutting through complexity, and actions to protect the wellbeing of voluntary sector workers. Statutory agencies also attended, including NHS Sussex and WSCC.

The aim of the day was to:

- Gather insight across the voluntary & community sector.
- Shape solutions to gaps/challenges.
- Produce an insight report to inform our strategies & influence commissioning & funding decisions.
- Reduce waste and support collaboration.

There are a number of actions for the wider Alliance and for VAAC that will be incorporated into our response to this crisis.

Sussex Community Foundation research with 110 VCSE organisations showed that: 86% of these groups are facing large increases in their own running costs and are worried they won't be able to continue their support. 67% of respondents reported demand for their services has increased, with 7.5% reporting an increase in demand of over 75%. This is happening at a time when organisations are facing rising costs and reduced donations.

VAAC's snap research indicated the order of issues in rank order are as follows:

1. Impact on staff wellbeing
2. Lack of core costs
3. Increased demands
4. Impact on inflation on grants
5. Loss/lack of volunteers
6. Building management costs

In response to these needs SCF launched a fundraising campaign in late October <https://sussexgiving.org.uk/cost-of-living-appeal/>

### **Community Resilience**

VAAC is now connected to both the VCSEP [Voluntary and Community Sector Emergencies Partnership | British Red Cross](#) and the Red Cross Emergency Response South East Group. [Emergency support in the UK | How we help | British Red Cross](#)

On a County basis we are members of Sussex Community Resilience Partnership. These touch-point meetings aim to bring the VCSE organisations and statutory bodies together to share latest organisational updates and insights. The aim is to connect, get

to know each other, and share lessons so we can be better prepared to respond to emergencies.

This area of work has arisen from both the refugee crisis and the climate emergency. Locally we now have links to the Local Resilience Forum.

### **Corporate sector/CSR**

We have continued to build VAAC's corporate links.

- Lodge Court provided 'free' HR advice to members
- Bognor Pop Shop provided space for Food Partnership week / Christmas on a Budget
- NGM is marketing sponsorship of voucher scheme
- Staff attendance at 'free' training/networking
- Support for business planning/software from a local international consultant
- Pro bono developmental support to CIC's by Five-by-Five consultancy
- Mentoring for key staff

The running total in kind value 2022-23 to date is £3,320.

### **Marketing and PR**

The specific marketing activity is detailed in Appendix 3.

### **Current quarter 3 priorities**

- Planning for 2023-2024.
- Reported back to District funders (November).
- Set draft budget
- Continue to build VAAC impact data.
- Source new ICT support service.
- Completed the Strategic Risk Register with Trustees and Team.
- Continue to raise the profile of VAAC role and impact.
- Continue towards financial resilience/sustainability.

## Appendix 1

### Key Performance Indicators Quarter 2

<b>Delivery area</b>	<b>Achieved</b>	<b>Annual Target</b>	<b>On Target</b>
Research Reports Completed	2	4	
Number of new commissions	2	4	
Funding secured on basis of direct work with members	Arun £82,583 Chichester £167,912  Total £250,495	400K	
Training and events	14	25	
Case studies/videos	10	12	
Strategic Partnerships	12	15	
Membership	459	480	
Total number of referrals	Arun 21 Chichester 15 Both 11 Countrywide 2  Total 49	100	
Volunteers placed	Arun 155 Chichester 139 West Sussex 63  Total 357	600	

## Appendix 2:

### VCSE Development Support with a focus on Arun

Total support / referrals from April to October is 21

District	Organisation / Contact	Support Given
Arun	<a href="#">Pagham Gardening Friends</a>	Policies & Procedures
Arun	<a href="#">Grandads Front Room CIC</a>	Funding / Volunteering / Legal & Governance
Arun	<a href="#">Bognorphenia</a>	Committee Support / Legal & Governance
Arun	Bognor Woodwork and Craft Club	Funding
Arun	<a href="#">Glebelands Community Centre Ltd</a>	Legal & Governance/ Committee Support
Arun	<a href="#">Sussex Coast Talking News</a>	Legal & Governance
Arun	Teen Scape	Funding
Arun	League of Friends, Zachary Merton Community Hospital	Volunteering
Arun	<a href="#">Arun Community Transport</a>	Funding
Arun	Brooke's Lounge	Legal & Governance
Arun	<a href="#">Home Start Arun AWA</a>	Funding
Arun	<a href="#">Glebelands</a>	Legal & Governance / Policies & Procedures
Arun	Sebastian Siemieniec	Legal & Governance / Policies & Procedures / Startup
Arun	Armed Forces Family UK Peer Support	Startup
Arun	League of Friends Zachary Merton	Committee Support / Volunteering
Arun	Shining Light Community Health Hub	Legal & Governance / Startup
Arun	Bognor Makerspace	Legal & Governance
Arun	<a href="#">Badlandz</a>	Startup
Arun	Littlehampton Youth	Startup
Arun	<a href="#">Cancer United</a>	Funding
Arun	<a href="#">Grandad's Front Room</a>	Legal & Governance

## Appendix 3

### Marketing activity Arun – end of Q2.

- The focus in quarter one was taken up with filming for the current round of VAAC videos which will ultimately result in the VAAC 10th birthday celebration video (launched at the AGM in July) and 10 spotlight videos about individual members. By the end of September, we had finished 4 of the standalone “spotlight” videos eg Think18, and Cancer United. There are six more to be completed over the next quarter.
- We set up the Ukraine Support and Cost of Living Crisis webpages which we will keep updated as more information and resources have become available.
- We helped to co-ordinate the Fresh Ideas community event at the POP shop as part of the Bognor Regis Taste! Food Festival, and produced lots of promotional visuals, as well as liaising with the designer for the main flyer.
- We delivered the Volunteer Recruitment Fair in Bognor Regis in September
- We launched the Get Volunteering App and helped to promote this via the press, social media and with promotional materials.
- We attended a wide range of community events promoting VAAC and networked with partners and VCSE organisations
- There was also publicity/marketing materials created for:
  - Volunteers Week
  - Cervical Screening survey
  - Make, Mend and Money Day at Bognor Makerspace



Help us to understand why people don't book their cervical screening appointments

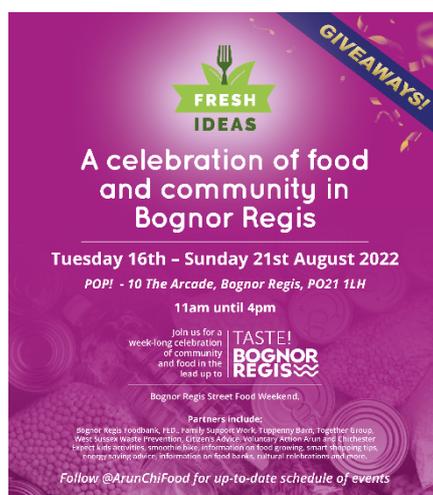


Fill in our short survey at Brooke's Lounge, 97 Aldwick Rd, Bognor Regis PO21 2NY

Monday 20th June, 10am-11pm  
Wednesday 22nd Jun. 9.30 – 11am  
Thursday 23rd June, 2.30-3.30pm



I have recently started volunteering at Sage House and enjoying it very much. Mondays I am in the cafe serving food and drinks and chatting to customers. I have just started Thursdays helping with the Empowering carers course. Very different roles, but both enjoyable. It is good to interact with the customers and getting to know them. Sage house staff are friendly and inclusive - Vera (volunteer)



We are collecting food for the community - please drop in long-life items including: Fruit juice, tinned fruit, tinned puddings, instant mash, tinned meat and fish, dried fruit, biscuits, tea and coffee, crisps, oat milk.



**Appendix B: Specification for the delivery of Voluntary and Community Services in Arun District**

**1. Communication, Information and Voice**

**Aim:** *To provide better mechanisms for VCSOs involvement in planning services and improved awareness to policy makers of gaps in services:*

<b>Outcome</b>	<b>Activities to include</b>	<b>Evidence</b>
<i>VAAC support and promote the growth of the community sector</i>	<ul style="list-style-type: none"> <li>▪ <i>To stimulate community involvement and activity</i></li> <li>▪ <i>Providing focused support to start up, existing and established groups and organisations to grow</i></li> <li>▪ <i>To facilitate and encourage partnerships and co-operation within the sector</i></li> </ul>	<i>a) Number of new groups supported</i>
<i>VAAC can talk with confidence about the make-up of the local sector. Through their database and networks VAAC are able to target information or consultation to relevant members. Groups and organisations are well informed</i>	<ul style="list-style-type: none"> <li>▪ <i>Creation and maintenance of database of members and non-members</i></li> <li>▪ <i>Circulation of information when requested- generic/targeted</i></li> <li>▪ <i>Regular contact at local level with community groups (e.g. community networks)</i></li> </ul>	<i>b) Database created and maintained appropriately</i>
<i>VAAC facilitate and attend events/opportunities for the co-ordination of community activity</i>	<ul style="list-style-type: none"> <li>▪ <i>Provide flexible opportunities for groups to come together (virtual and in person)</i></li> <li>▪ <i>To actively participate in local forums and networks.</i></li> </ul>	<i>c) Providing feedback to/from the sector at relevant meetings (examples)</i> <i>d) Providing regular information/feedback and opportunities to input through e-bulletins and newsletters (examples)</i>
<i>Representation of the voluntary and community sector in the district is strengthened. There are opportunities for effective two-way communication between statutory and VCS</i>	<ul style="list-style-type: none"> <li>▪ <i>Identify opportunities to build relationships with additional partners</i></li> <li>▪ <i>Agree an up-to-date list of key strategic partnerships boards and sub-groups and ensure these are attended</i></li> <li>▪ <i>Raise the profile and support the positive representation of voluntary activity locally (media outputs etc)</i></li> </ul>	<i>e) Summary of meetings attending and examples of influencing?</i> <i>f) Examples of social media/ traditional media output</i>

## **2. Advice and Enablement**

**Aim:** To be a trusted source of support, training and advice to member and non-member groups and organisations-offering input that helps them succeed.

<b>Outcome</b>	<b>Activities to include</b>	<b>Evidence</b>
<i>VAAC has an increasing and diverse range of members (and affiliate groups) representative of voluntary and community groups from the district.</i>	<ul style="list-style-type: none"> <li>▪ Identification of non-members and underrepresented areas (e.g. evidence of targeting promotion to rural communities)</li> <li>▪ Strategy to maintain/increase number of members</li> <li>▪ Feedback sought from members and non-members and levels of satisfaction recorded</li> </ul>	<ul style="list-style-type: none"> <li>a) The number of new members in year</li> <li>b) Membership reviewed by breakdown of location annually and discussed at review</li> <li>c) Membership levels from the district and comparison with the previous year</li> </ul>
<i>Groups in the district access tailored 1:1 support that they feel is high quality and enables them to achieve their individual plans.</i>	<ul style="list-style-type: none"> <li>▪ Deliver a programme of 1:1 outreach support as part of each action plan, for members and non-members including:               <ul style="list-style-type: none"> <li>▪ Business development and planning advice</li> <li>▪ Access to financial advice</li> <li>▪ Personal development and mentoring</li> </ul> </li> <li>▪ Monitor and review the planning and delivery of 1:1 support by requesting feedback</li> <li>▪ Provide one-off ad hoc support for members and non-members in response to immediate needs and maintain records of one-off support provided</li> </ul>	<ul style="list-style-type: none"> <li>d) The number of enquiries received seeking support (no. of organisations making requests)</li> <li>e) The number of organisations supported</li> <li>f) The type/s of support provided</li> <li>g) Feedback summary + case studies</li> </ul>
<i>Available resources maximised to best support voluntary organisations and groups in the district</i>	<ul style="list-style-type: none"> <li>▪ Tailored networks/events/courses to meet relevant local emerging needs/requirements</li> <li>▪ Provision of networking and partnership opportunities</li> </ul>	<ul style="list-style-type: none"> <li>h) Anonymised positive testimonials/case studies reported</li> <li>i) Examples of special events/ opportunities</li> </ul>
<i>Membership includes underrepresented groups and underrepresented groups/area/locations</i>	<ul style="list-style-type: none"> <li>▪ Monitoring and evaluation of members in terms of size of organisation, area of delivery to ensure membership reflects the voluntary, community, social enterprise and faith sectors in the district</li> </ul>	<ul style="list-style-type: none"> <li>j) Membership reviewed to identify the number of members from underrepresented categories (e.g. rural, BME)</li> <li>k) 'State of the sector' type annual review of members' feedback.</li> </ul>
<i>Operate a successful and thriving community</i>	<ul style="list-style-type: none"> <li>▪ Training and workshops</li> <li>▪ Hire space for relevant activities</li> </ul>	<ul style="list-style-type: none"> <li>l) Number of activities booked and run by the service provider/revenue generated</li> </ul>

learning centre at Bersted Green	m) Number of bookings (by type) by external groups and organisations/revenue generated
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### 3. Training

**Aim:** To provide, broker and signpost appropriate training and development opportunities to member and non-member organisations:

<b>Outcome</b>	<b>Activities to include</b>	<b>Evidence</b>
Increased skills, knowledge and qualifications within the sector	<ul style="list-style-type: none"> <li>▪ Consult to identify skills gaps/demand</li> <li>▪ Tailored events/courses or signposting to meet relevant local requirements</li> <li>▪ Provision of quality training opportunities</li> </ul>	<ul style="list-style-type: none"> <li>a) The number of training sessions delivered</li> <li>b) The level of attendance at training sessions</li> </ul>
The training delivered helps groups to improve	<ul style="list-style-type: none"> <li>▪ Consult with attendees to measure what has been learned and the impact on them/ their organisation</li> </ul>	<ul style="list-style-type: none"> <li>c) Summary analysis of feedback received- particularly number who would 'recommend to others' or rating the sessions above expectations</li> </ul>

### 4. Volunteering

**Aim:** To spread best practice in volunteer management, co-ordinate volunteering opportunities and matching opportunities with those looking to volunteer:

<b>Outcomes</b>	<b>Activities to include</b>	<b>Evidence</b>
Volunteering opportunities are maximised (within available resources)	<ul style="list-style-type: none"> <li>▪ Opportunities advertised – appropriate support provided to local organisations to advertise across different media</li> <li>▪ Help and support for volunteers to find/access opportunities</li> <li>▪ Support organisations with volunteering opportunities with their recruitment including – guidance on good practice.</li> </ul>	<ul style="list-style-type: none"> <li>a) The number of volunteering opportunities available</li> <li>b) The number of volunteers recruited</li> <li>c) The number of organisations and groups with volunteering opportunities</li> <li>d) Estimated value (monetary) of volunteering per quarter</li> </ul>

<p><i>The profile of volunteering is raised</i></p>	<ul style="list-style-type: none"> <li>▪ <i>Promote volunteering and its benefits to a range of audiences (organisations, business, young people, etc.</i></li> <li>▪ <i>Ensure a regular outreach presence available in the district</i></li> </ul>	<p><i>e) The number of volunteering events held per year (networks, etc.)</i>  <i>f) The number of volunteer outreach sessions delivered per year</i>  <i>g) Anonymised qualitative case studies or similar to capture the benefits of volunteering for volunteers and groups</i></p>
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## **5. Sustainability and Finance**

**Aim:** *To provide organisations with advice and support on financial management, procedures and increasing their financial sustainability by providing support and advice on good governance, business planning and fundraising:*

<b>Outcome</b>	<b>Activities to include</b>	<b>Evidence</b>
<p><i>Organisations have access to training and guidance that supports improved financial systems and procedures</i></p>	<ul style="list-style-type: none"> <li>▪ <i>Delivery of one to one support and advice</i></li> <li>▪ <i>Sharing of knowledge and best practice</i></li> <li>▪ <i>Training offered</i></li> </ul>	<p><i>a) The number of individual support sessions given to groups from the district on these issues</i>  <i>b) The number of training/awareness sessions, briefings and/or newsletters</i></p>
<p><i>Organisations have access to quality advice, support and resources enabling them to be successful at fundraising</i></p>	<ul style="list-style-type: none"> <li>▪ <i>Responsive offer of support for groups</i></li> <li>▪ <i>Tailored input to groups seeking support</i></li> <li>▪ <i>Spread fundraising best practice</i></li> <li>▪ <i>Proactively identify funding opportunities and matching them to individual organisations</i></li> <li>▪ <i>Support partnership approaches to bidding</i></li> </ul>	<p><i>c) The value (£) of increased revenue and additional funding secured as a result of the packages of support provided</i>  <i>d) Anonymised case studies</i></p>
<p><i>Innovative approaches to reducing costs and sharing of resources and expertise are promoted</i></p>	<ul style="list-style-type: none"> <li>▪ <i>Supported organisations to make g more efficient use of available local resources and partnership working (e.g. sharing resources)</i></li> </ul>	<p><i>e) Anonymised examples/case studies</i></p>
<p><i>VAAC is more financially sustainable - has an appropriate fundraising strategy demonstrating approach to diversifying income.</i></p>	<ul style="list-style-type: none"> <li>▪ <i>An appropriate fundraising strategy demonstrating approach to diversifying income. Review and update on fundraising strategy</i></li> </ul>	<p><i>f) Review and update on fundraising strategy</i></p>

## **6. Quality and Good practice**

**Aim:** To develop, implement, and evidence good practice models and raise the profile of what the local VCS is achieving:

<b>Outcome</b>	<b>Activities to include</b>	<b>Measures</b>
<i>Organisations are equipped to explain the difference that they make. Support is provided to help them evaluate and measure their work</i>	<ul style="list-style-type: none"> <li>▪ <i>1:1 and other support given to organisations to better equip them to assess, monitor and evaluate their work to demonstrate the difference they are making</i></li> </ul>	<i>a) The number of organisations supported and examples</i>
<i>The wider community will have better understanding of the impact achieved by the local voluntary and community sector</i>	<ul style="list-style-type: none"> <li>▪ <i>Championing the work of groups in particular those that have been able to implement robust analysis and demonstrate the impact of their work (using website, links with media, wider networks)</i></li> </ul>	<i>b) Anonymised Examples/case studies</i>
<i>VAAC demonstrates best practice in quality management</i>	<ul style="list-style-type: none"> <li>▪ <i>Follow an appropriate quality standard approach (e.g. NAVCA)</i></li> </ul>	<i>c) Examples demonstrate quality approach</i>