

APPENDIX 1b

Voluntary and Community sector support service

The service will provide information, guidance and support to support the voluntary and community sector in Dacorum to provide high quality, accessible and sustainable services for local people.

The main areas of focus for this service will include:

- Campaigning
- Cross sector working
- Financial Management
- Funding
- Governance
- IT
- Infrastructure
- Monitoring and Evaluation
- Marketing and Communications
- Setting up and Sustainability of organisations/ groups
- Strategy
- Volunteering and Workforce
- Volunteer management
- Quality standards
- Policy and Research
- Administrative/ financial support
- Project management

It is essential for the service to demonstrate advocacy and leadership within the voluntary and community sector and develop the sectors sustainability. Offering support in identifying cost effective approaches to service delivery and monitoring and reporting on outcomes will be key to achieving this.

It will include a volunteer brokerage service that utilises the links with the local voluntary and community sector to maximise volunteering opportunities for local people.

Finally it will capture up to date information about voluntary and community sector organisations including social enterprises' operating within the local area to raise awareness of the support this service can offer.

The service will operate using the following 3 tiered system:

Tier 1 - Self-help: Voluntary organisations and community groups are able to resolve issues through remote access to basic information, on topics such as:

- Setting up their organisation
- Developing their service
- Funding opportunities

This information will be available at any given time through multiple channels e.g. online.

Tier 2- Assisted information and general help: Voluntary organisations and community groups are supported to develop their knowledge through more interactive channels e.g. telephone calls, face to face, skype. By having their needs identified they are able to go on to resolve issues themselves based on the advice, instructions or signposting offered.

Tier 3- Specialist support: Voluntary organisations and community groups are provided with intensive support to address the needs of their organisation. This can be through actions such as:

- Completing funding applications
- Developing policies and procedures

- Monitoring and evaluating their service
- Volunteer Management
- Supported volunteering

Organisations and groups accessing this level of service will have access to a tailored development programme enabling them to support their organisations to be future ready and resolve issues.

The success of the service provider will be measured by the strength and satisfaction of the wider voluntary and community sector.

For the purpose of this document, the voluntary and community sector refers to all non-profit organisations and groups operating within Dacorum, this includes social enterprises.

Desired Service Outcomes	Suggested Indicators
<p>The voluntary and community sector are able to establish and maintain a high level of service delivery</p>	<p>Evidence of supporting people to set up a voluntary organisation, community group or social enterprise</p> <p>Evidence of supporting the voluntary and community sector to access training for monitoring and evaluating their service</p> <p>Evidence of monitoring voluntary and community sector organisations activity within the local area</p> <p>Evidence of mapping organisations that do not renew their membership/ reason for this</p> <p>Evidence of supporting organisations to meet a quality standard</p>
<p>The voluntary and community sector have access to the assistance they need to support their service users</p>	<p>Evidence of organisations accessing the service through multiple channels</p> <p>Number and (%) of organisations accessing each service tier</p> <p>Evidence of outreach work with local community groups and voluntary sector organisations to raise awareness about services offered</p>
<p>The voluntary and community sector have the opportunity and skills to access funding</p>	<p>Evidence of funding opportunities being regularly promoted through multiple channels</p> <p>No and (%) of funding advice and assistance provided at each tier</p> <p>Evidence of supporting partnerships to access joint funding opportunities breakdown into grants / contracts</p> <p>Evidence of supporting organisations to complete funding applications + Total amount applied for / Total amount won (% ratio of success)</p>
<p>The voluntary and community sector are able to work in partnership to deliver services</p>	<p>Evidence of supporting local community groups and organisations to identify opportunities for partnership working</p> <p>Evidence of supporting local partnerships to deliver on outcomes</p> <p>Evidence of supporting local community groups and voluntary sector organisations to develop, monitor and evaluate shared outcomes</p>

<p>The voluntary and community sector are supported to operate in line with their Constitution/ Charity Commission guidelines</p>	<p>Evidence of offering training opportunities e.g. constitution/ governance/ trusteeship/ volunteer management (no of people attending and feedback from training)</p> <p>Evidence of assisting organisations to work in line with their constitution</p>
<p>Local people have access and benefit from volunteering opportunities within the voluntary and community sector</p>	<p>Evidence that local people who are registered to volunteer are profiled and supported based on their employment preferences / transferable skills</p> <p>No and (%) of registered volunteers looking for work</p> <p>No and (%) of registered volunteers receiving training through their volunteering</p> <p>No and (%) of registered volunteers supported into work/ training or advanced volunteering</p> <p>(%) of people who have experienced a change from before/ after being supported into volunteering in the following areas; confidence, well-being, employability & relationships with others</p>
<p>The voluntary and community sector supported to operate in line with Volunteer Management good practice standards</p>	<p>Evidence of developing and promoting a standard in Volunteer Management</p> <p>No. of organisations working towards/ completing the volunteer management standard</p> <p>Satisfaction levels of clients with the volunteer management within their volunteering organisation after 6 months</p>
<p>The voluntary and community sector are supported to fill and sustain volunteering vacancies</p>	<p>Evidence of measuring unfilled vacancies - 1-6, 7-12 months 1+ year</p> <p>Evidence of action taken to find volunteers for opportunities advertised for over 6 months</p> <p>Satisfaction levels of volunteers with their roles</p> <p>Action taken to support volunteers/ organisation who are not satisfied</p>