## Appendix A – South Hams CVS Delivery Outcomes 2013 – 2014

South Hams District Council funding will contribute to South Hams CVS's core service, which when all contributing funders are taken into account, will realise the following outcomes for the Voluntary and Community Sector (VCS) in the South Hams:

- The needs of the VCS in the South Hams are identified and improvements in service provision are facilitated to meet those needs;
- South Hams Voluntary and Community Organisations (SH VCOs) are supported to function more effectively and to deliver quality services;
- Communication, networking and collaboration amongst SH VCOs is facilitated;
- The diverse views of the VCS in the South Hams are enabled to be represented and structures are supported which promote cross-sector partnership working;
- The VCS in the South Hams plays an integral role in local planning and policy making and;
- More people are enabled to volunteer in the South Hams, have good quality opportunities to do so and their volunteering experience is a positive one.

| 1. Development - The needs of the SH VCS are identified and improvements in service provision are facilitated to meet those needs | | |
|---|---|---|
| Anticipated Impact (Outcomes) | Activities | How will it be Measured |
| 1.1 Communities have more services which better meet their needs and are available | Market development approach using community intelligence through consolidated database Assessing emerging trends and gaps Working with groups to fill gaps | 16 existing groups sustaining or enhancing their service delivery 8 new groups that meet identified need Case study |
| 1.2 Improved/new service delivery meets needs identified | Market development as above to identify areas of most need Building on evidence based best practice Conducting engagement/consultation Identifying existing potential within the sector and working with them to improve skills/capacity within resources available | |
| 2. General Support  - SH VCOs are supported to be sustainable,  function more effectively and to deliver quality services | | |
| Anticipated Impact (Outcomes) | Activities | How will it be Measured |
| 2.1 Organisations have increased their organisational capacity  & | Workers following agreed protocols for recording activities using consolidated database and reporting by geographic activity | 200 interventions with VCOs 80 groups supported Case study showing diversity of services |

| development potential reflecting current local priorities | Regular information disseminated via various means including website, electronic | |
|---|---|---|
| 2.2<br>More organisations are planning & implementing workforce development to improve and increase their service provision and quality | Review of groups current workforce across boards, staff, volunteers<br>Future requirements and succession planning to facilitate continuation of services<br>Upskilling through a targeted programme of work | No. of organisations attending training<br>No. of individuals receiving training<br>Case study showing benefits of training |
| **3. Liaison - Communication, networking and collaboration amongst SH VCOs is facilitated** | | |
| Anticipated Impact (Outcomes) | Activities | How will it be Measured |
| 3.1 (partnerships)<br>SH VCOs are better at communicating with each other, have shared learning & make better use of resources including expertise and/or equipment | Programme of themed events / forums to introduce partnership opportunities<br>Electronic networks set up<br>Facilitating process of partnership working | No. of events<br>Feedback forms<br>Examples of shared learning / resources<br>Examples of consortia / collaboration<br>Case study |
| **4. Representation/Engagement - The diverse views of the VCS are enabled to be represented; structures are supported which promote cross-sector partnership working and the VCS plays an integral role in local planning and policy making** | | |
| Anticipated Impact (Outcomes) | Activities | How will it be Measured |
| 4.1<br>The VCS has a more integral role in planning and policy making | Holding Voluntary Voice Forums with South Hams District Council<br>Following Voluntary Voice protocols and practice<br>Maintaining programme of representative support<br>Providing intelligent assessment of emerging issues<br>2 way information flows<br>Feedback will inform service delivery | Level of SH VCO engagement in South Hams & West Devon Connect Partnership & Delivery Groups<br>No. of representatives<br>Breadth of representation<br>Feedback from Agencies<br>Report Forms<br>Case study |
| **5. Volunteering – more people are enabled to volunteer, have good quality opportunities to do so and their volunteering experience is a positive one** | | |
| Anticipated Impact (Outcomes) | Activities | How will it be Measured |
| 5.1<br>More people are volunteering | Working with groups to identify voluntary opportunities | No. of volunteers<br>No. of volunteering opportunities |

| and are contributing to their communities | Providing access to information on volunteering opportunities<br>Brokering volunteers to appropriate opportunities<br>Targeting opportunities which provide skills and improve employment chances for young people<br>Maintaining registers of active volunteers<br>Working with groups to ensure standards of good practice are developed/maintained in volunteering<br>Disseminating good practice through volunteer organisers forums electronic networks | No. of organisations offering opportunities<br>Breadth of type of opportunities<br>Case study |
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