



**West Devon Community and Voluntary Services
(West Devon CVS)**

**Supporting local voluntary and community action in West
Devon
2012-2013**

**Service Level Agreement
Monitoring Report**

**For
West Devon Borough Council**

Preface

This report relates to the Service Level Agreement with West Devon Borough Council & Devon County Council and compliments the Annual Review of our activity for 2013/13 which outlines the support we delivered and impact we made to our local organisations and the communities they support in further detail. Please contact us for copies of our Annual Review.

We are in touch with over 410 voluntary and community organisations (VCOs) either based in or providing services to West Devon and the thousands of local residents who rely on the services and support they provide.

Local voluntary and community organisations face many challenges — keeping up to date with information and legislation, finding funding, meeting the needs of their communities, getting their voice heard, rural isolation and more. Many West Devon VCOs have no paid staff, and rely on the time and enthusiasm of their volunteers. Changes in local and national policy can be confusing, and keeping up to date and involved is a challenge for many in the sector. Some voluntary and community organisations struggle to make their voices heard in local debates about the way services should be run in the future. Funding for voluntary and community organisations is more and more scarce, and competition for the remaining resources is fierce. West Devon CVS helps by:

- Developing the skills and knowledge of volunteers, staff and management committees
- Providing information on key issues affecting local voluntary and community organisations
- Helping voluntary and community organisations to influence local policy and service development
- Supporting voluntary sector involvement in public service delivery
- Offering one-to-one support and advice for voluntary and community organisations
- Supporting individuals and voluntary and community organisations and promoting volunteering through the Volunteer Centre.

The following pages give a report of core West Devon CVS activities, based on the agreed desired outcomes and indicators, from 1 April 2012 - 31 March 2013

Development: The needs of the local community are identified and improvements in service provision are facilitated to meet those needs

Examples of issues being raised with the funders or the LSP which influence policy, strategic plans and / or service delivery.

Examples include:

- West Devon CVS have successful working relationships with a wide range of strategic partners enabling an enhanced dialogue and understanding of the sector. Partners have been able to approach us for specialised local knowledge of the sector to shape their services
- Through our seat on the Connect Partnership, West Devon CVS is involved with the Community Strategy providing the linking bridge with partners and the voluntary and community sector, as well as taking an active role in working groups and activities.
- WDCVS manages the Voluntary Voice process and this year established mandated voluntary sector representatives for the Community Strategy delivery areas for both South Hams and West Devon and supports the reps through this process.
- West Devon CVS has enabled partners to distribute consultations through our information services, newsletters, members e-bulletins and through Voluntary Sector forums so that they can be informed about voluntary and community sector needs and services, and are influenced by that knowledge, in particular the forums, run jointly with WDBC as Voluntary Voice.
- West Devon CVS was partner in the Connect outreach service attending planning meetings, community days and outreach sessions across the district
- Provision of voluntary sector representation and support to representatives on the DCC/NHS Devon Complex Care Teams across the district is being successfully achieved, through West Devon CVS. Unmet social needs are being identified by the representatives and voluntary & community sector organisations supported to help meet these needs and work in partnership with other agencies
- Additionally we participated in the staying warm and well initiative facilitating use of the voluntary sector to support individuals through this scheme and identifying areas where services could be improved.

West Devon CVS helps voluntary and community organisations identify potential funders, write funding applications, draw up fundraising strategies and provides references. The following West Devon CVS activities support this:

- Access to Funding databases
- Quarterly 'Funding extra' sent to over 400 organisations
- Monthly e-mail funding bulletin sent to over 100 member organisations
- Information sheets on funding issues
- Targeted information packs of funding sources
- One to one advice on funding issues from our groups development officer
- Workshops & training sessions
- Resource library with fundraising resources

During 2012/2013:

- West Devon CVS worked with 26 organisations based in, or delivering services in West Devon, to apply for funding totaling over over £120,000 pounds.

Support: - VCOs are supported to function more effectively and to deliver quality services

West Devon CVS information services and resources offer dedicated support to voluntary groups through newsletters, fact-sheets, e-mail bulletins, website and library. Our ability to inform and enable voluntary activity with the right information to help groups in their work has continued to grow and develop. Our experienced team of staff is always on hand to provide information and support. This year we continued to provide this support Monday to Friday 9.30am – 3.00pm through office, telephone and email access.

Number and circulation of newsletters and / or e-bulletins produced

- Four issues of our newsletter were published during the year. They were distributed to over 600 recipients, including local and voluntary groups, parish councils and libraries and included sectors covering local news, sector news, training, resources and legal issues.
- Monthly issues of our e-bulletin provided more frequent Funding and Training information.
- A series of information sheets are available from our website in downloadable form. The series is designed as a complete guide to the basics for small and new groups.
- The West Devon CVS website has continued to be updated

Examples of effective support given to local organisations to enhance capacity and sustainability.

- 93 groups were helped to develop in areas including bid writing, collaboration, governance and policy issues
- 4 new groups were established in the West Devon with our help
- WDCVS helped 18 local organisations apply for more than £120,000 of grant funding
- Groups attended 5 CVS learning workshops and forums over the year, resulting in increased skills and knowledge for the people running them
- West Devon CVS's information and advice service answered queries and kept over 600 groups up dated with relevant news, good practice, events & training opportunities

Office Services:

- 36 groups continued to make good use of our range of equipment to use and hire (including the digital projector and screen, lap top, display boards and photocopying/printing services).

Record of plaudits and complaints

Some examples of comments we have received this year:

“The help and support we have received in has been invaluable.”

“The expertise of CVS staff and their willingness to support our ideas has 'kept us going' especially when funding was required.”

“The regular information has been a constant source of good ideas.”

Liaison: Communication, networking and collaboration amongst local VCOs is facilitated

West Devon CVS holds voluntary sector forums throughout the Borough. The meetings bring together representatives from all types of groups and organisations across West Devon and are open to any VCOs based or working in the area. The forums offer a chance for groups to share ideas, discuss issues and gather information. They also offer the opportunity to exert influence on decisions taken by local strategic partnerships and their component members and to demonstrate the value of the voluntary sector.

The organisations attending range from small, local groups working with a few volunteers to representatives from much larger organisations.

- 5 Voluntary Sector Forums were held around the West Devon during the year including
 - the second ‘West Devon Voluntary Voice’ forum together with the Borough council around the topic of localism focusing on community planning and the right to bid.
 - two meetings of the West Devon Volunteer Organisers Forum.
 - Health update forums in conjunction with South Hams & Teignbridge CVS
- 58 local voluntary and community organisations have been represented at the West Devon voluntary sector forums.

Exchanging information and networking, during the open forum session and over coffee is often cited as one of the most valuable parts of the forums.

Representation: The diverse views of the voluntary and community sector are enabled to be represented; structures are supported which promote cross-sector partnership working

Examples of consultation activity facilitated

Consultation has been enabled through:

- West Devon Voluntary Sector Forums helping the Borough council to engage with organisations within the voluntary sector.
- Direct communication and discussion with relevant local organisations on specific national issues such as the changes within Health and local government

Examples of consultation / involvement activity with hard to reach groups

- We aim to reach all areas of our sector especially enabling the involvement of traditionally hard to reach groups by ensuring that our mechanisms for engagement are relevant.
- West Devon CVS provides the resource for 'Southern Devon' (South Hams, Teignbridge and West Devon) for a key Devon wide project 'Voluntary Voice' aiming to involve the local voice to be heard and involved up to a county level.
- We continue to work in partnership with other county infrastructure organisations to enable consultations to take place.
- Snippets e bulletins informed members of consultations and consultation events
- Through our membership with NAVCA, NCVO and Volunteering England we worked to influence regional and national policy.

Evidence of the CVS advocacy with statutory partners on behalf of the voluntary and community sector generally or of individual organizations

- When issues arise over potential changes in services or provision, West Devon CVS has taken the concerns from local organisations and communities and liaised with partners
- West Devon CVS influenced policy and advocated for the voluntary sector through membership of cross-agency strategic boards, including the Local Strategic Partnership,
- Through our e-bulletins and forums we connected a number of agencies with voluntary and community groups across the West Devon especially in the area of Health with the advent of clinical commissioning groups.
- Member organisations and others were signposted to other organisations in order to work collaboratively with them or share good practice, information and services both within West Devon and, in one case, with similar organisations from other districts.
- Information was provided to MPs and Councillors and the CVS facilitated visits from the MP to local groups in the Okehampton area.
- Community Contacts were supported to act as the links between parishes and West Devon CVS
- Opportunities for becoming trustees for a number of West Devon charities were advertised across the West Devon area.
- West Devon CVS helped in running the Staying Warm & Well in Devon Scheme
- CVS input into the Complex Care Teams (CCT) this year remained good, with voluntary sector representatives sitting in core meetings in Okehampton and Tavistock. The representatives are well respected by the professionals and referrals continued to be made to the voluntary sector in the course of the year. The West

Devon CVS CCT co-ordinator has continued to provide support for the CCT teams and health organisations through:

- Informing VSRs and key organisations working in health of the changes through meetings and email updates
- Supporting the development of new initiatives to help fill identified gaps in services – this year successfully negotiating for additional funding to be made available to a Tavistock group to enable support to individuals who do not have medical complex care needs.
- Supporting partnership working between local voluntary organisations and the statutory services
- Informing member organisations of the changes in health and social care and supporting them to make use of new opportunities – particularly in the areas of clinical commissioning groups.

The CVS is engaged with statutory partners from the learning community and health and social services in the targeted families programme. Our role is to ensure that Voluntary Sector organisations are engaged in delivering services to families within this programme

Strategic Partnership work: The third sector plays an integral role in local planning and policy making

West Devon CVS works with a number of local strategic bodies to promote partnership working between the statutory and voluntary sector, and to ensure the interests of service-users are taken into account in commissioning and procurement. West Devon CVS is also active in many county and regional partnership working activities to enable the sector to develop further, such as the Devon Association of CVS (DACVS), The Devon Excellence Partnership (delivering outcomes from the national transforming local infrastructure programme). West Devon CVS has also led on the proposals, agreed in February to fund two projects to enable to voluntary sector to support the Health prevention agenda in Devon

Examples of voluntary and community sector involvement in strategic and partnership activity

- West Devon CVS represented the interests of the local voluntary sector with attendance and input at the following meetings and forums:
 - Devon Association of CVS (DACVS)
 - Volunteers Centres Devon (VCD)
 - South Devon & Dartmoor Crime Reduction Partnership
 - West Devon Childrens & Young Peoples Partnership
 - West Devon Connect
 - West Devon Voluntary Sector Forums
 - West Devon Children & Young Peoples Partnership

- As well as representing the Devon CVS on the following partnerships:-
 - Joint Strategic needs Assessment Task and Finish Group
 - Social Value Task and Finish Group
- We use our comprehensive database of local organisations to target specific groups or localities so that they can have a voice at the right time with community planning
- Our well established communication networks enable us to pass on relevant information, resulting in meaningful consultation and communications taking place on a wide range of issues and developments.
- Information sharing and facilitation and brokering of relationships between key people in the statutory sector and local organisations
- Organising and supporting the West Devon Voluntary Sector Forum helps ensure that the voluntary sector plays an active part in local planning and policy development.

Volunteering: more people are enabled to volunteer, have good quality opportunities to do so and their volunteering experience is a positive one

Volunteer Centre West Devon continues to be highly successful and provides an essential service for local organisations and local individuals encouraging residents of the West Devon to take part in community activity.

Throughout the year, opportunities were taken to promote good practice in volunteer care and support among organisations large and small in West Devon. Ranging from verbal tips to specialist referral within the CVS, the aim is effective deployment and retention of volunteers. Outcomes are found in community health and vitality.

This year we have hosted successful events in Okehampton and Tavistock to support national volunteering campaigns in Volunteers Week and Make a Difference Day

Volunteer guidance was disseminated through our newsletters and at our Volunteer Organisers forums.

Our Volunteer Centre retained its' Volunteering England Accreditation this year and continues to deliver on all six core functions:

- brokerage,
- marketing,
- good practice,
- developing opportunities,
- policy response,
- strategic development.

Number of potential volunteers interviewed or advised (phone or face to face or email)

- 366 additional volunteers were registered and actively looking for voluntary activity
- potential volunteers were interviewed or advised, at least 30% were known to have resulted in volunteers being placed in an opportunity
- There has been a good steady stream of new volunteers registering with us, and the numbers of volunteers considering volunteering as a way forward from unemployment remained constant. Additionally we have seen an increase in the numbers of young people seeking to use volunteering experiences to enhance their employment chances.
- 88 new volunteering opportunities were promoted

Evidence of promotion of volunteering e.g. through newsletters, talks, participation in public events.

- Newsworthy developments throughout the year were released to print and radio media.
- In June 2012, during Volunteers Week we worked with voluntary and community organisations in Okehampton and Tavistock to promote volunteering and encourage more West Devon residents to get involved in their community.
- West Devon Connect – we joined events across the borough
- Organisations which we worked with to promote our services included: Job Centre Plus, West Devon Connect.
- All editions of our newsletter contained a section called ‘Volunteering Matters’
- We produce an opportunities booklet localized to both Okehampton and Tavistock.
- We provided talks to groups on six occasions.

Performance Indicators

	Performance indicator	WD CVS Targets 2012/13	Q1 & 2 Apr- Sept	Q3 Oct-Dec	Q4 Jan- Mar	Total
1.1	No. new groups supported	4	2	1	1	4
1.1	No. of groups supported to expand or offer enhanced services	12	14	16	15	45
1.1 & 1.4	District events – thematic where needs can be identified/discussed	4	1	1	2	4
1.2	No. editions of newsletter	4	2	1	1	4
1.2	No. e-bulletins	24	12	6	12	30
1.2	No. groups supported with governance advice	22	16	17	13	46
1.2	No. learning opportunities offered	12	4	4	4	12
1.7	No. volunteering enquiries	400	247	157	225	629
1.7	Increased Nos of registered volunteers	250	125	113	128	316
1.7	No. of opportunities registered with VC	60	42	13	33	88
1.7	No. structured learning opportunities on volunteering	2	2	0	0	2