



SSVCA

South Somerset Association for
Voluntary and Community Action

APPENDIX B - SSVCA MONITORING REPORT from 1st April 2014 to 30th September 2014

1. Information Services – proactively imparting information that we consider the VCS need – from starting a community group, through to achieving sustainability. The majority of the information is available 24/7 via our website.

	Delivery	Expected Outcomes	Evidence
1.1 Alison	Hold a directory of local voluntary and community organisations.	A directory of organisations that will be able to update their own details and promote their services and events to each other and the general public.	Total No of groups held on (website) data base: 155 New groups registered in last 6 months: 10. Now we have a part time Communications Officer in post; our aim is to increase the number of groups by 50% within the next monitoring period.
1.2 Alison	Facilitate 3 networks/forums between voluntary sector organisations each year.	Opportunity for individual VCS organisations to meet to share information and best practice.	We held a volunteer forum in July 2014 which had a focus on recruitment and retention of volunteers. We had over 20 people attending from 12 different organisations. Evaluation forms attached. We are due to hold our next forum on 4 th December. The focus is on social media
1.3 Alison/Sam	Produce 3 newsletters interspersed with the forums to update the sector on SSVCA projects.	A non-time specific newsletter keeping groups abreast of SSVCA projects.	Following the development of our website and the popularity of our up to date E-Bulletins which are sent out regularly. It is felt our paper newsletters are now out of date and will not be issued unless specifically requested by a group.
1.4 Alison	Send out weekly E-Bulletins updating the sector on legislative changes, funding sources, training opportunities and other relevant information.	Up to date news and information relevantly filtered to specific interest groups.	Total number of E-Bulletins sent out: 39 E Bulletins including 11 weekly funding E Bulletins In addition Facebook and Twitter accounts were re-launched in late September with regular posts and tweets.

1.5 Alison	Ensure SSVCA website is up to date and provides the following resources: how to guides, policies & procedures templates, statistical information, articles, journals & publications of interest etc.	Provision of templates and resources to aid groups with their governance and administration.	Total number of resources held on website: 150 New resources added in this period: 25
1.6 Alison	Provide a facility for groups to register their events.	An up to date dairy of events being held by groups in South Somerset,	The diary function on the website is currently not being used. Instead group events are being promoted via E-bulletins and Social Media
2. Advice & Guidance – A reactive bespoke service which responds to the needs and requirements of individual groups.			
	Delivery	Expected Outcomes	Evidence
2.1 John/ Sam	To work with new and existing groups to identify unmet needs, to help focus their objectives and achieve goals Topics of support may include funding advice, financial management, administration, training, equality and diversity, campaigning and advocacy, income generation, quality assurance/good practice, marketing and communications, performance management and business planning.	New groups equipped to meet newly identified needs for citizens and communities of Somerset.	Total number of groups worked with on a one to one basis: 37 Types of advice/services: Funding, constitution writing, Governance, Volunteer recruitment, Amount of Funding secured via funding advice: Unknown, however the new database we are working on will allow us to collect this data. Number of existing groups worked with on a one to one basis: 27 Number of new groups worked with on a one to one: 10 Number of groups worked with within a group setting: 9 Case Study/testament:
2.2 John/ Leonie	Developing good working practice with volunteer involving organisations	Increased recruitment of volunteers Better retention of volunteers	CHAC: restructured volunteering within the Heritage Centre. Included: new role descriptions and task sheets, new recruitment drive and restart of volunteers. Our forum in July 2014, focused on Volunteer Recruitment, Retention and Best Practice. (see data in 1.2)

3. Support Services – services delivered at a competitive cost; this may involve a member of the VSS team undertaking some duties associated with running a group.			
	Delivery	Expected Outcomes	Evidence
3.1 Alison/Sam	Provide a range of services to help support organisations in the day to day running of their group.	Groups could be relieved of day to day duties to free them up with running their services.	<p>We have recently carried out a Voluntary Sector survey focussing on what support groups require from an infrastructure support service. We received 39% response rate from groups, which highlighted the need for more funding and volunteering advice and support. To meet this need we will look at providing a more focussed funding advice service, where groups will be able to inform us of their project and we will identify specific funding that groups can apply too. The 3rd and 4th requirements were around governance and marketing of services and we have already applied to the big Assist fund to look at how we can better improve our services to meet these needs.</p> <p>We are currently providing support to South Somerset CAB following a successful partnership funding application to the Big Lottery to ensure more welfare advice is available to people in our rural areas. The VSS team have been responsible in setting up and coordinating the partnership steering group, enabling SSCAB to focus on their service delivery.</p> <p>We have been commissioned by SSCD to provide on-going support to CHAC, working with the staff team and co-ordinating and managing volunteers, to free up the paid staff to concentrate on heritage core functions.</p>

4. Volunteering – Providing a brokerage service to match potential volunteers to volunteer placements within local organisations.			
	Delivery	Expected Outcomes	Evidence
4.1 Leonie	Providing a brokerage service	Increased number of people volunteering in South Somerset. Increased capacity for VCS groups	Number of potential volunteers registered in this period: 244 Number of volunteers placed in this period: 49 Number of volunteer involving organisations: 31 Number of volunteer placements registered: 66
4.2 John Leonie	Marketing volunteering	Better visibility of volunteering	9 volunteers registered through SSVCA website and 73 volunteers registered having seen adverts in the Western Gazette. 8 registered following a VC talk. We have recently set up a “Volunteer Desk” at Yeovil Library once a week with a view to promoting the benefits of volunteering by being more visible and accessible to potential volunteers. We are looking to roll this out to other areas in South Somerset, starting with Chard Library in the New Year. We are currently in talks with Yarlington Housing Group with promoting volunteering opportunities to their resident via social media. We are researching the need to set up and coordinate a Volunteer Coordinator Peer Support Group to encourage networking and sharing of resources between organisation.
5. Voice of the Sector			
	Delivery	Expected Outcomes	Evidence
5.1 Sam/John	Identify and respond where VCS organisations should be represented	The views of the VCS in South Somerset are heard at a strategic	List of boards/meetings where SSVCA represent the views of the sector: South Somerset Together (strategy & main forum) – taking a

		<p>level. VCS partners are able to focus on the day to day running of their organisation, knowing their views are being represented.</p>	<p>lead on volunteering. Now the VSS team are at full capacity we will look to hold a funding and volunteering fayre in partnership with the SST in 2015.</p> <p>LEP: We have helped establish the HotSW LEP Engagement Forum by working in partnership with SW Forum and infrastructure groups. We sit on the committee representing Somerset. We have recently submitted a successful joint funding application to the Big Lottery which will aim to strengthen the voluntary sectors ability to bid for LEP Social Inclusion Funding in 2015.</p> <p>We sit on the Police and Crime Commissioners Victim and Witness Board and Commissioning Advisory Group, representing Somerset wide voluntary organisations.</p> <p>We sit on the Somerset CCG Engagement Forums representing Somerset wide voluntary orgs</p> <p>We are currently working closely with SCC to look at how we can strengthen the relationships between the commissioning agencies such as SCC, OPCC and CCG and the voluntary sector with a view to recruit a coordinator who will act as an information conduit between all partners ensuring lines of communication are clear and agencies are working together to provide more joined up service within our communities.</p>
<p>5.2 Sam/John</p>	<p>Responding and campaigning on policy issues and provide mechanisms for VCS organisations to respond to consultations at local, regional and national levels</p>	<p>VCS are able to take part in national consultations, via our local links VCS partners are able</p>	<p>Consultations re LEP funding have been initiated, through the HotSW Engagement Forum</p>

		to focus on the day to day running of their organisation, knowing their views are being represented.	
5.3 John Leonie	Strategically developing volunteering	Increased recognition of the benefits of volunteering. Increase in the number of private and public sector organisations releasing employees for volunteering duties.	Number of organisations engaging in employer volunteering schemes: 2 Number of hour's employers are released to engage in volunteering: one day spent at South Street Centre by Lloyds Bank employees and initial meeting with Screwfix to set up a day for 30 employees.

Other work undertaken by the Voluntary Sector Support team not covered above.

Office Move	The VSS team are now based at Petters House, sharing an office with the Community Development team whose work sometimes overlaps with that of VSS. Working closer together will enable us to work in partnership to ensure we serve our communities more effectively.
Somerset Levels Programme	In April, VSS together with Mendip Community Support were jointly commissioned by SCC to help manage the volunteers (over 60) who supported residents following the flooding earlier this year. A whole new structure and systems were developed to support the volunteers to deliver this service. This has been a major project for VSS, of which a separate end of project report will be available at the end of December 2014.
Business Plan	Following major re-structuring over the past 2 years SSVCA are on a sound financial footing and exploring how best it can deliver its services in South Somerset. A business plan for 2015 to 2018 will be developed in the new year, together with operational plans for each of its projects, including VSS.

6. Other projects delivered by SSVCA (not part of SLA)						
Area of Work	Services Delivered	Costings 2014/15	14/15 funding	Measure	Results 13/14	Aim of service
A. Community Transport						
1. South Somerset Community Transport	Minibus service	£407k	Self financing	Number of journeys (minibuses)	23,538 journeys	Provide accessible transport to disabled, frail and elderly who are unable to access mainstream services to enable them to access day care services, primary & secondary health care appointments, social clubs etc.
2. Community Cars	Volunteer drivers using their own cars	inc above	Self financing	Number of journeys (cars)	inc above	As above, but by volunteer drivers using their own vehicles.
3. Chard & Ilminster Slinky Bus Service	Dial a ride with effect from September 2009	inc above	SCC Contract:	Number of journeys	inc above	Demand-responsive door-to-door 6 days per week using a dedicated vehicle.
4. South Somerset Links	Complementary rural scheme to SSCT	inc above	Self Financing	Number of journeys	9083 journeys	Provide transport to people in Somerton, Langport and the surrounding area who are unable to access mainstream services or do not have a mainstream service in their town or village.

B. Furniture	Services Delivered	Costings 2013/14	14/15 funding	Measure	Results 13/14	Aim of service
1. Furniture Re-use – Furnicare Yeovil and Chard.	Collecting unwanted household furniture and selling on to people on a low income	£252k	Self financing	Number of items donated Tonnage of items re-cycled	10,761 187	Furnicare has two objectives – one is to sell furniture that has been donated to the scheme to people on low income; the second is to reduce the tonnage of household waste items that is taken to landfill.

Separate to the VSS work which receives annual funding from SSDC SSVCA runs a Community Transport service and a Furniture Recycling business, Furnicare, providing services to people who live in South Somerset.

Furnicare continues to collect donated furniture and sell it through its warehouses to people who are on a low income. Through its activities Furnicare also reduces the amount of furniture and household goods that would otherwise be going to landfill. Since 2010 Furnicare has experienced an ongoing reduction in income from its trading activities due to a combination of increased competition in the furniture recycling market, lower quality of donated goods and less disposable income from its customer base. This combined with the need to find alternative and affordable premises in Chard and the desire to update the business model to keep it sustainable into the future has meant that Trustees made the difficult decision to close Furnicare Chard 30th January 2014. Since the closure SSVCA has continued to invest and develop Furnicare in Yeovil and following a recent restructure FurniCare is predicted to make its first surplus (year ending March 2015) since the impact of the economical down turn affected Furnicare in 2010. SSDC has been very supportive as landlords of both FurniCare Yeovil and Furnicare Chard.

Community Transport has also had a rocky ride over the past 4 years with changes to the way transport is tendered by the County Council having a major effect. Community Transport has had to respond in a range of ways to meet the challenges that it faces in order to continue to be able to provide transport for residents of South Somerset who do not have access to transport or who cannot access the transport available. Community Transport has three service areas - community minibuses, community cars and South Somerset Links, which operates in the Somerton and Langport area. Funding for our transport comes either directly from passenger fares or from delivering schools and social care contracts. We are developing the operation to increase the amount of shopping trips and other essential journeys required by people who live in villages and communities outside of the main South Somerset towns, particularly where regulated bus services have been stopped. Our Community Cars service, provided by volunteer drivers, continues to be a very important service. Due to the huge and increasing demands for the service, which is heavily promoted by the NHS through its hospitals and clinics we now make health and medical appointments the priority. SSVCA is continuously looking at ways to develop the service to meet the accessible transport needs of the community in the face of limited sources of funding. SSDC Area North's financial and practical support for South Somerset Links is very welcome.