

**Tower Hamlets Council for Voluntary Services
Work Plan - 1st April to 31 August 2015**

Description	Evidence	Outputs 1 st April to 31 st August
1. Organisational development		
1a. Diagnosis and in-depth tailored support		
<p><u>Description</u> Provision of in-depth and tailored organisational development support to a limited number of organisations. 16 organisations were referred during 2012-2015 SLA period; 2 have received extensive support, some have had initial meetings, some still require first contact and others have not taken up the offer of support.</p> <p><u>Activity</u></p> <ul style="list-style-type: none"> • Continue to offer and provide support to current list of tailored support clients, including (as necessary) one to one support and spaces on First Thursday and/or THCVS training workshops. • Provision capacity building (either through one to one sessions, training, or a combination of both) on subjects including but not limited to: <ul style="list-style-type: none"> ○ Governance and organisational procedures ○ Financial management systems ○ Strategic development and business planning ○ Fundraising and sustainability • Review the tailored support programme with a view to redeveloping and running it in future years. <p><u>Outcomes</u> Supported staff and trustees have better skills, competence and</p>	<ul style="list-style-type: none"> • Number of support hours • Action plans, session notes, progress reports and RAG ratings • Participants evaluations, feedback forms and other verbal/written feedback • Support materials / resources • Summary casework spreadsheet 	<p>All 2012 - 2015 SLA referrals under this scheme to receive support and/or reach conclusion of this support relationship.</p> <p>In cases where ongoing support is needed, new terms to be established to enable relationship (and/or specialist referral) to progress.</p> <p>4 organisations referred accept offer and receiving and utilising support from the CVS to strengthen the quality of their services and/or their organisational capacity and sustainability.</p> <p>Minimum of 3 hours of support provided per participant organisation. (12 hrs in total)</p> <p>Minimum of one hour support provided to further 5 referred organisations (5 hours total)</p>

capability to lead their organisation.		
Description	Evidence	Outputs 1 st April to 31 st August
<p>1b. Quality assurance – capability building</p> <p><u>Description</u> Supporting organisations to meet the PQASSO quality standard</p> <p><u>Activity</u></p> <ul style="list-style-type: none"> • Workshops and guidance to help organisations to embed PQASSO quality standards • Assistance with the PQASSO self-assessment and Quality Marks <p><u>Outcomes</u> Organisations are demonstrating improvements in accordance with defined quality assurance standards.</p>	<ul style="list-style-type: none"> • Promotional material • Number of workshops • Number of participants • Participant feedback / evaluation forms • Workshop materials • Quality assurance action plans and progress 	<p>1 PQASSO workshops attended by a minimum of 8 delegates</p>
<p>1c. Responsive organisational development support</p> <p><u>Description</u> Provision of a responsive, demand-led service of one to one advice via telephone, email or surgeries on all aspects of charity management and strategy.</p> <p><u>Activity</u></p> <ul style="list-style-type: none"> • Development support (i.e. advice and guidance on the regulation and management of charitable and no profit organisations) to Tower Hamlets based community and voluntary sector organisations that provide support and services to people on the community. • Support provided on all aspects of organisational development including funding, governance, HR, management, financial processes and systems, and monitoring and evaluation. • Telephone advice, email, face to face and surgeries 	<ul style="list-style-type: none"> • Promotional material • Attendance register and demographic monitoring details • Support materials, factsheets • Evaluation / feedback sheets • Post support survey and analysis 	<p>Direct one to one development advice and support to a minimum of 17 organisations.</p> <p>Minimum of 17 hours of direct one to one support and advice</p>

Outcomes

Supported staff and trustees have better skills, competence, capability and confidence to manage their organisations

Description	Evidence	Outputs 1 st April to 31 st August
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1d. Specific support and advice to organisations applying to the LBTH Mainstream Grant (MSG) and Community (small grants) programmes

Description

Provide information and advice to potential and actual MSG applicants to help organisations to decide:

- Whether to apply
- What to apply for
- Who they might work in partnership with
- How to develop and cost their application

Provision of application support for organisations applying to LBTH Community chest (small grants) scheme.

Activity

- Email and phone advice to potential applicants responding to queries about the MSG and referring on to council colleagues as necessary
- Advice on potential MSG partnership development including initial brokerage and introductions
- Reading of draft MSG applications and provision of feedback
- Reading of Community (small grants) applications and provision of feedback
- Telephone advice, email, face to face and surgeries
- Assistance with appeals if required

- Number of contacts by organisations interested in MSG
- Number of contacts by organisations interested in small grants programme
- Summary spreadsheet of queries and casework for each grant
- Number of organisations deciding not to apply following advice
- Number of applicant organisations assisted
- Number of assisted organisations successful in receiving funding
- Feedback from organisations on whether advice helped them in their success
- Number of organisations helped with appeals

A minimum of 40 organisations receiving help with Mainstream Grant application queries, of which a minimum of 15 receive in-depth feedback on draft bids.

Council run MSG workshops attended (number to be confirmed)

2 small scale (3-5 participants) MSG application workshops provided

3 resources produced on MSG applications and appeals process

Minimum 3 organisations assisted with appeals against/about MSG decisions (if required)

20 organisations receiving assistance with applications to the small grants programme.

Description	Evidence	Outputs 1 st April to 31 st August
2. Training and events		
<p><i>2a. Open programme of short courses and events</i></p> <p><u>Description</u> An open programme of half, one and two day training courses for staff, trustees and volunteers of VCS organisations to improve their skills, knowledge and performance for their personal and organisational development.</p> <p><u>Activity</u></p> <ul style="list-style-type: none"> • Courses offered from a range including: <ul style="list-style-type: none"> ○ Project management ○ Assertive and effective communication skills ○ Financial management and systems ○ Effective organisational management ○ Managing staff ○ Measuring and demonstrating impact ○ Marketing and promotion ○ Safeguarding ○ Effective representation ○ Strategic planning ○ Design and publicity <p><u>Outcomes</u> VCS staff, trustees and volunteers improve their knowledge, expertise and performance – applying learning for the benefit of their organisations.</p>	<ul style="list-style-type: none"> • Promotional material • Attendance register and monitoring • Workshop materials • Evaluation / feedback sheets • Post support surveys and analysis 	<p>4 courses delivered</p> <p>40 participants</p> <p>Average of 10 attendees per course</p>
<p><i>2b. Liaison and networking events</i></p> <p><u>Activity</u></p> <ul style="list-style-type: none"> • Facilitate cross-sector events / seminars / workshops / forums 	<ul style="list-style-type: none"> • Promotional material • Number of events • Attendance register • Workshop materials 	<p>VCS conference 9th June 2015</p> <p>80 participants</p>

<p>planned by THCVS for information sharing, networking, strategic planning and consultation.</p> <p><u>Outcomes</u> Improved knowledge and expertise amongst VCS</p>	<ul style="list-style-type: none"> • Evaluation / feedback sheets • Post support surveys and analysis • Photographic evidence 	
Description	Evidence	Outputs 1 st April to 31 st August
3. Resources		
<p><u>Description</u> Provision of funding and policy briefings to inform organisations of funding and contract opportunities and policy development, and their impact on local VCS organisations.</p> <p><u>Activity</u></p> <ul style="list-style-type: none"> • Policy into practice briefings • Funding briefings <p><u>Outcomes</u> VCS organisations improve their sustainability and their offer to local residents through access to funding opportunities. VCS improved knowledge of and responses to, local, regional and national policy issues affecting them.</p>	<ul style="list-style-type: none"> • Funding briefings • Policy briefings • Evidence of distribution 	<p>2 policy into practice briefings (likely topics to include pensions auto enrolment)</p> <p>2 funding briefings</p>
4. Information		
<p><u>Description</u> Provision of news, briefings, updates and information about issues, activities and developments relevant to local VCS organisations</p> <p><u>Activity</u></p> <ul style="list-style-type: none"> • Website with news, information and resources about sector issues for the local VCS organisations and stakeholders • Directory of local VCS organisations • Directory of VCS premises, rooms and facilities 	<ul style="list-style-type: none"> • Live website – news, information, resources etc. • Live directories – organisations and premises • Number and distribution of e-bulletins and updates, google 	<p>1 e-bulletins and 2 e-updates</p> <p>1 copy of “the Sparrow” newsletter</p>

<ul style="list-style-type: none"> E-bulletins and e-updates Newsletters (the Sparrow) <p><u>Outcomes</u> VCS staff, trustees and volunteers are aware of relevant information including Borough strategies, policy developments and activities of other organisations in the sector.</p>	<p>analytics of how many people clicked and read articles</p> <ul style="list-style-type: none"> Written newsletters (Pdf or printed) and distribution 	
Description	Evidence	Outputs 1 st April to 31 st August
5. Membership		
<p><u>Description:</u> Maintain and increase THCVS membership. Provision of subsidised support to members, including access to training and events and the governance of THCVS</p> <p><u>Activity:</u></p> <ul style="list-style-type: none"> Promote membership at events and the conference <p><u>Outcome:</u> Members contribute to the governance of THCVS through electing its Board of trustees annually and serving on the Board. Members improving their organisational development through access to free development support and subsidised training.</p>	<ul style="list-style-type: none"> Number of new members Total number of members 	<p>Maintain membership at current levels</p>
6. Forums and representation		
<p><u>Description:</u> Leading and facilitating forums and networks for sector representation to identify needs and explore solutions; share expertise and best practice; develop collaboration and partnerships; strengthen networks.</p> <p><u>Activity:</u> Service or support forums / steering groups:</p> <ul style="list-style-type: none"> Health & Wellbeing Forum 	<ul style="list-style-type: none"> Number of forum meetings and activities Attendance registers Minutes and actions Schedule of meetings. 	<p>Premises Forum – 1 meeting</p> <p>Health and Wellbeing Forum – 2 meetings</p> <p>Health and Wellbeing Steering Group – 2 meetings</p>

<ul style="list-style-type: none"> • Health & Wellbeing Steering Group • Training, Employment & Enterprise • Premises Users/Premises Providers • Attend the carers partnership Group <p><u>Outcomes:</u> VCS organisations have strong networks for sector collaboration and working with other stakeholders including statutory partners. VCS organisations sharing information and best practice and forging collaborative relationships, including partnerships.</p>		Training, Employment and Enterprise – at least 1 meeting
Description	Evidence	Outputs 1 st April to 31 st August
7. Strategic partnerships and influence		
<p><u>Description:</u> Leading and co-ordinating VCS voice & representation at a strategic level to influence policy, strategy, priorities and resources allocation. Active involvement in TH Partnership & CPDGs.</p> <p><u>Activity:</u></p> <ul style="list-style-type: none"> • Active VCS representation and participation in: <ul style="list-style-type: none"> ○ TH Partnership Executive ○ TSAB ○ Health & Wellbeing Board ○ Adults Safeguarding Board ○ Community Safety Board ○ Joint HWB & CCG Engagement & Communication Board ○ VCS Premises Strategy Group ○ Corporate Third Sector Grants Board. ○ Economic Task Force. <p><u>Outcomes:</u> VCS as a sector influencing policy, strategy and priorities in strategic partnerships and working groups for the benefits of the borough residents.</p>	<ul style="list-style-type: none"> • List of VCS representatives • Register of attendance • Feedback from representatives • Impact – representatives’ contribution to the respective meetings. 	<p>Health and Wellbeing Board – 2 meetings</p> <p>Economic Task Force – 1 meeting</p> <p>TSAB – at least 3 meetings</p> <p>Additional dates TBC</p>

8. VCS strategy action plan		
<p><u>Description:</u> Work in partnership with LBTH and other agencies to implement actions outlined in the VCS Strategy Action Plan and facilitate the Third Sector Advisory Board (TSAB) to oversee the implementation.</p> <p><u>Activity:</u></p> <ul style="list-style-type: none"> • Joint Council/VCS progress reports on the action plan presented to TSAB • Joint Council/VCS progress reports presented to the Tower Hamlets Partnership. <p><u>Outcomes:</u> Local VCS developed and strengthened in the five strategic areas of the VCS Strategy.</p>	<ul style="list-style-type: none"> • Action Plan implementation over seen by TSAB • Quarterly RAG monitoring reports • Two yearly reports to Tower Hamlets Partnership. 	<p>At least 3 TSAB meetings and 3 reports on progress</p> <p>2 reports on progress reported to the Tower Hamlets partnership</p>
Description	Evidence	Outputs 1st April to 31st August
10. THCVS sustainability		
<p><u>Description:</u> THCVS developing forward 3 year strategy to sustain the organisation's future.</p> <p><u>Activity:</u></p> <ul style="list-style-type: none"> • Development of 3 year strategy with stakeholders • Finalise strategy and launch at Conference / AGM <p><u>Outcomes:</u> THCVS has effective sustainability plan and measures for its future sustainability.</p>	<ul style="list-style-type: none"> • THCVS Sustainability Plan informed by the recommendations from the independent evaluation. • Funding applications, correspondence and outcomes. 	<p>3 year Strategy</p>