

## VAL performance report: April 2009 - March 2010 (Year 1 of contract)

This document provides information about VAL’s performance against each of our agreed indicators. Overall this has been a very successful first year of the contract even though our start up was slower than anticipated. We are getting high levels of satisfaction from grassroots groups and are attracting record numbers of volunteers. One of our ‘RED’ targets relate to the refresh of the County COMPACT that is now complete and recognised nationally as good practice, and another is the target for volunteer enquiries that was only just missed. We are very pleased with the roll out of District support, and the general improvement in support and training for groups across the County. This report is full of notable successes and clear evidence of improved support for volunteering and local groups across the county as a result of the new contract and delivery by VAL. This first year has had its ‘teething troubles’, especially due to the legal HR processes VAL had to follow in the 1<sup>st</sup> quarter. These are now behind us and we are seeing rapid improvements in delivery.

Key		Summary of performance		
Lead manager	Status		Position at 3rd Qtr	Position at 4 <sup>th</sup> Qtr
AG = Alex Grealis, Customer and Communications	<b>Green</b> = on target, no problems anticipated	<b>GREEN</b>	10	<b>21</b>
KAK = Kevin Allen-Khimani, Networks and Representation	<b>Amber</b> = either not on target, but action should remedy this; or need to watch progress for other operational reasons	<b>AMBER</b>	14	<b>5</b>
MH = Mary Hall, Districts	<b>Red</b> = not on target, serious concerns about whether target is achievable	<b>RED</b>	6	<b>4</b>
PM = Policy Manager		<b>TOTAL</b>	30	<b>30</b>
SJ = Simon Jenner, Group Support				
JM = Jim McCallum, Volunteering Manager				

## Comments on Red and Amber Indicators

<b>COMPACT related Targets</b>		
<b>Targets</b>	<b>RAG Rating</b>	<b>Comment</b>
Increase in VCS groups signed up to the Compacts	<b>AMBER</b>	<p><b>These targets could not be achieved because the Leicestershire COMPACT was being revised.</b></p> <p>A lot of background work has been done to get the Compact redrafted and ready to go out for consultation. The timetable is agreed for the consultation period, this will ensure that the deadline of the 7th September 2010 for the Compact to go to Leicestershire Together will be reached. The Action Plan will also be devised from the consultation along with plans for obtaining more groups to sign up. This will then enable to do undertake a review of this with VCS groups and public agencies.</p>
Percentage of VCS groups and public agencies that think the Compact has improved relations between them.	<b>RED</b>	
<b>Targets about VCS Representatives</b>		
Diverse VCS representatives are actively involved in Partnership activities particularly in delivering Local Area Agreement, Multi Area Agreement, Sustainable Community Strategy outcomes and priorities. (Membership of theme partnerships / working groups)	<b>AMBER</b>	<p><b>These targets have been missed because VAL's mapping process did not proceed as quickly as it needed to.</b></p> <p>A Mapping exercise of all VCS representatives has been completed. This target remains Amber as by the year-end we had not analysed whether representatives were 'diverse'. A meeting with Representatives to be undertaken in April 2010 alongside the Representatives Handbook consultation.</p>
Percentage of VCS representatives that feel they are able to effectively represent the sector.	<b>AMBER</b>	Meeting set for mid April to look at how VCS representatives feel about their effectiveness and what other support may be needed to undertake these roles. From one to one discussions with Children and Young People's representatives the feeling is that they can effectively represent.

Percentage of partners and VCS groups that feel VCS representatives have effectively represented the sector.	RED	VAL's first VCS Annual Survey records <b>32%</b> of VCS Groups feel that VCS representatives have effectively represented the sector. Any gaps will be addressed in the coming new year and also the representatives consultation will look at strengthening communication links to and from the sector.
<b>Targets about Group Support</b>		
Targets	RAG Rating	Comment
Increase in the value of service delivery contracts through local VCS	AMBER	<p><b>These targets relate to commissioning and procurement by the public sector and are more medium term. Some excellent preparatory work has been completed.</b></p> <p>Positive and forward-thinking joint planning with Leicestershire County Council has been undertaken around commissioning in 2010-11. A substantial volume of training around funding, commissioning / bidding for contracts was delivered in 2009-10. 'Your Guide to Commissioning and Procurement' will be made available as a free resource for the VCS. 42% of VAL Annual Survey respondents strongly agreed or agreed that they feel confident to participate in procurement processes. Obtaining a sound baseline for this target is problematic &amp; the 10% annual increase target may need to be adjusted in light of the need for public sector efficiencies.</p>
Percentage of publicly funded groups supported that have developed performance management systems.	AMBER	Meaningful measurement of this indicator is not straightforward – suggestion to review for 2010-11.
Percentage of key local commissioners and funders of VCS groups are satisfied with capacity building services provided.	RED	<p><b>37.5%</b> of key local commissioners and funders of VCS groups are satisfied with capacity building services provided. Percentage figures are from the first Public Sector survey that had a very low return rate. Commissioners are being involved in VAL's State of the Sector research. Anecdotal evidence around this has been very positive. VAL has worked with the Leicestershire County Council Commissioning Coordination Group, and has been asked to develop 'Understanding the VCS' training and feedback on processes and documentation.</p>

## Targets about Volunteering

Targets				RAG Rating	Comment
Number of volunteer enquiries		Target	Achieved	RED (County)	<p>This target has only just been missed (by 129) – caused by our slower than expected roll out into Districts.</p> <p>VAL has attracted <b>over 900 more volunteers (37% increase)</b> than in the previous year (last year 2423 volunteers) The figures are rising each quarter, so we expect next year to be even better.</p>
	Total (County and City)	5,956	6613		
	County	3,456	3,327		

## Review of all Targets

Lead	Indicator	This Quarter		Year to Date		RAG	Comments
		Target	Actual	Target	Actual		
AG	1. Single communication plan prepared and action plan implemented. Plan to cover all communications issues and partners.	-	-	-	✓	GREEN	Single Communications plan drafted and amalgamated in Strategic Planning for 2010, data on key audiences (Stakeholders) baseline for delivery taken from plans from each area of delivery. Key vehicles maintained and delivering across City and county. Operational plans available April 2010. Checkpoints and review dates for activity set
PM	2. Percentage of VCS groups that say they are “well informed” or “very well informed about strategies, policies and partnerships.	Majority	75%	Majority	75%	GREEN	First VCS Annual Survey records majority of groups are well informed by VAL. We will build on this area in the coming year with more targeted approaches to informing VCS groups about strategies, policies and partnerships.
AG	3. An integrated database of VCS organisations by area of interest and the service/s provided is established and maintained from which information will be available on line and on request.	-	✓	-	✓	GREEN	District Directories are being circulated to all <b>2048</b> organisations on the county database. Responses to this mailing will provide maintenance data.  Updated County data will be amalgamated with existing City data by end April 2010. Once this is complete the whole database will be made available online.
KAK	4. VAL membership profiles show a diverse range of membership reflecting the population.	-	✓	-	✓	GREEN	VAL has <b>379 formal members</b> of whom <b>23%</b> are based in the county, however <b>69% of VAL members operate in the county or sub region</b> . The VAL membership includes <b>34% groups from BME</b> communities, and <b>61%</b> of VAL members have income below £10,000 per annum. The groups in membership based in the county are fairly evenly distributed across all Districts – though there are fewer VAL members in Hinckley and Bosworth.

Lead	Indicator	This Quarter		Year to Date		RAG	Comments
		Target	Actual	Target	Actual		
KAK	5. Diverse VCS representatives are actively involved in Partnership activities particularly in delivering Local Area Agreement, Multi Area Agreement, Sustainable Community Strategy outcomes and priorities. (Membership of theme partnerships / working groups)	-	-	-	-	AMBER	A Mapping exercise of all VCS representatives has been completed. This target remains Amber as by the year-end we had not analysed whether representatives were 'diverse'. A meeting with Representatives to be undertaken in April 2010 alongside the Representatives Handbook consultation. A diagram of representatives to be completed in first quarter of new financial year to show who are representatives and where they sit.
KAK	6. Increase in VCS groups signed up to the Compacts	20	<b>5</b>	90	<b>5</b>	AMBER	A lot of background work has been done to get the Compact redrafted and ready to go out for consultation. The Compact Board has accepted the redraft to go out for consultation. The timetable is agreed for the consultation period, this will ensure that the deadline of the 7th September 2010 for the Compact to go to Leicestershire Together will be reached. The Action Plan will also be devised from the consultation along with plans for obtaining more groups to sign up.
KAK	7. Percentage of VCS groups and public agencies that think the Compact has improved relations between them.	Majority	<b>18%</b>	Majority	-	RED	This area is on hold and therefore Red rated until the consultation on the new Compact has been undertaken, and the new Compact signed off and agreed by Leicestershire Together. This will then enable to do undertake a review of this with VCS groups and public agencies.

Lead	Indicator	This Quarter		Year to Date		RAG	Comments
		Target	Actual	Target	Actual		
KAK	8. There is evidence of open methods used to select / elect VCS representatives	-	-	-	✓	GREEN	Methods are in place around election/selection of future representatives. The Representatives handbook is complete and consultation for this set for early April. We are currently seeking new representatives with these methods for the following areas: The Health & Wellbeing Partnership and Voluntary & Community Sector Local Safeguarding Children's Board
KAK	9. Percentage of VCS representatives that feel they are able to effectively represent the sector.	Majority	-	Majority	To be assessed	AMBER	Meeting set for mid April to look at how VCS representatives feel about their effectiveness and what other support may be needed to undertake these roles. From one to one discussions with Children and Young People's representatives the feeling is that they can effectively represent.
KAK	10. Percentage of partners and VCS groups that feel VCS representatives have effectively represented the sector.	Majority	27%	Majority	32%	RED	VAL's first VCS Annual Survey records 32% of VCS Groups feel that VCS representatives have effectively represented the sector. The Public Sector Survey is currently out for completion and results will be added to this shortly. Any gaps will be addressed in the coming new year and also the representatives consultation will look at strengthening communication links to and from the sector.
AG	11. NHS Leicestershire County and Rutland social marketing strategy is successfully implemented within the relevant VCS day to day activities (county)	-	-	-	✓	GREEN	NHS Leicestershire County and Rutland Plan signed off, contacts established, procedures for dissemination, including schedules for VAL News and e-briefing sent to NHS. A number of communications received and disseminated via e-briefing this quarter

Lead	Indicator	This Quarter		Year to Date		RAG	Comments
PM	12. Percentage of public agencies that have an excellent or good understanding of the potential of VCS to deliver services	Majority	-	Majority	83%	GREEN	This is from analysis of the Public Sector Survey. During the year we have worked with James Trotter leading to a LCC Commissioning plan to share information and design ways of working together to increase knowledge of the sector and ensuring that any future commissioning is "VCS-proof". We are meeting the PCT to look at this as well shortly. In April/May we are running sessions for Staff at County Hall to gain an insight into the local VCS
KAK	13. Evidence of contribution to creating more cohesive and stronger communities.	-	-	-	✓	GREEN	The Stronger Communities Team have undertaken an annual review of the work and light of concerns highlighted by the Strategic Commissioning Group have been working to have in place a new delivery plan for the 2010/11 financial year. Strong links with key County Council staff and workers in the Districts is having a positive effect in joining up the work.
MH SJ	14. Gaps in VCS coverage by area/community of interest are identified annually and prioritised for action including through targeted volunteering opportunities. An analysis of gaps and plan produced.	-	-	-	-	GREEN	Analysis is being undertaken of Annual Survey respondents and through our State of the Sector research – analysis and plan available by end first quarter 2010-11



Lead	Indicator	This Quarter		Year to Date		RAG	Comments
		Target	Actual	Target	Actual		
MH SJ	15. Amount of funding that diverse groups across Leicester and Leicestershire have been supported to raise.	£188K	£21K	£563K	£1.24m	GREEN	Annual target has been exceeded. A further £340k - 680k Working Neighbourhoods Fund is awaiting approval for city-based VCS groups that will now come through in early 2010-11. Support for applicants to the final rounds of Grassroots Grants will further boost this figure in Quarter 1 of 2010-11. County groups needing further development work to access larger amounts of funding/contracts
MH SJ	16. Increase in the value of service delivery contracts through local VCS	10% per annum	?	10% per annum	No baseline	AMBER	Positive and forward-thinking joint planning with Leicestershire County Council has been undertaken around commissioning in 2010-11. A substantial volume of training around funding, commissioning / bidding for contracts was delivered in 2010-11. 'Your Guide to Commissioning and Procurement' will be made available as a free resource for the VCS through our Online Resource Centre during Q1. 42% of VAL Annual Survey respondents strongly agreed or agreed that they feel confident to participate in procurement processes. <b>Obtaining a sound baseline for this target is problematic &amp; the 10% annual increase target may need to be adjusted in light of the need for public sector efficiencies.</b>

Lead	Indicator	This Quarter		Year to Date		RAG	Comments		
		Target	Actual	Target	Actual				
MH SJ	17. Evidence of take up of types of VAL support offered, consultancy / mentoring / training / workshops accessed by a range of groups including those 'under the radar' to large organisations.	-	-	-	-	GREEN	Take up of the Group Support service continues to be very good. The increase in number of individuals accessing VAL training in 2010-11 has been particularly pronounced. Annual survey stats indicate that:		
		Annual Survey		have 'heard of'	have 'used'				
		VAL Training		44%	37%				
		VAL 1:1 support		35%	18%				
		VAL Helpline		44%	18%				
		Online Resource Centre		33%	26%				
Overall <b>94%</b> of groups accessing VAL support have been small community groups spread across the County. VAL has also supported <b>one third</b> of the identified BME groups in the County this year. Increased promotion of the VAL Helpline and Online Resource Centre are priorities for 2010-11									

Lead	Indicator	This Quarter		Year to Date		RAG	Comments
		Target	Actual	Target	Actual		
MH SJ	18. Percentage of publicly funded VCS groups supported that have plans (project, business or strategic) particularly in relation to equality and diversity requirements of their funding bodies.	Majority	-	Majority	50%	GREEN	<p>A huge amount of work has been undertaken around planning. 'Your Guide to Business Planning in the VCS' and 'Your Guide to Project Planning...' are both available on VAL's Online Resource Centre and training is regularly offered in these areas. Group Support Evaluation forms ask organisations that have accessed advice whether they have plans in place and forms received during 2009-10 indicate that 50% of organisations do have plans in place.</p> <p>Meaningful measurement of this indicator is not straightforward – suggestion to review for 2010-11</p>
MH SJ	19. Percentage of VCS groups receiving advice or training report that they have increased their capacity to run their groups or services more effectively.	Majority	-	Majority	64%	GREEN	<p>64% of training participants completing evaluation forms agreed or strongly agreed that training has enabled them to run their organisation more effectively. 90% agreed or strongly agreed that the learning objectives of training sessions were met. 75% strongly agreed or agreed that they felt more confident around the subject area they received training on. 91% of organisations accessing the Group Support drop in service strongly agreed or agreed that the advice they received made them feel more confident around the issue/s they received advice on. (Please note - drop in evaluation figures are based on a small sample as these systems were introduced recently).</p>

Lead	Indicator	This Quarter		Year to Date		RAG	Comments
		Target	Actual	Target	Actual		
<b>AG</b>	20. Percentage of groups found services easy / very easy to access services (broken down by type of group).	Majority	54%	Majority	<b>54%</b>	<b>GREEN</b>	Increased number of locations for accessing services. New locations will be added to district web promotional materials in early April. . Training programme promoted and delivered over a wider range of locations. Easier web access to information and resources developed. A wide range of materials circulated to VCS groups promoting multiple methods of access to services and information
<b>MH SJ</b>	21. Percentage of publicly funded groups supported that have developed performance management systems.	Majority	-	Majority	<b>X</b>	<b>AMBER</b>	Meaningful measurement of this indicator is not straightforward – suggestion to review for 2010-11.
<b>MH SJ</b>	22. Percentage of key local commissioners and funders of VCS groups are satisfied with capacity building services provided.	Majority	-	Majority	<b>37.5%</b>	<b>RED</b>	Percentage figures are from the first Public Sector survey. Commissioners are being involved in VAL's State of the Sector research. Anecdotal evidence around this has been very positive. VAL has worked with the Leicestershire County Council Commissioning Coordination Group and has been asked to develop 'Understanding the VCS' training and feedback on processes and documentation. In Leicester City, VAL has strong working relationships with commissioning officers and is actively involved in large procurement processes such as Working Neighbourhoods Fund and Homelessness Pathways (Supporting People).

Lead	Indicator		This Quarter		Year to Date		RAG	Comments
			Target	Actual	Target	Actual		
MH	23. Percentage of local groups that are well informed or very well informed about District developments (county only).		Majority	-	Majority	79%	GREEN (county)	VAL Annual Survey indicates that 79% of Leicestershire-based organisations feel 'well informed by VAL about local strategies, policies and partnerships'. 63% feel that 'VAL provides my group with key information from local public sector organisations'.
JM MH	24. Percentage of volunteers that find it easy or very easy to access services (broken down by location).		Majority	90%	Majority	91%	GREEN	This is an excellent result given the uncertainty of the new arrangements at the start of the financial year. VAL is offering an accessible and responsive service to prospective volunteers.
JM MH	25. Number of volunteer enquiries	Total	1,489	1,435	5,956	6613	GREEN (City and overall)	County: VAL has attracted over 900 more volunteers than in the year (last year 2423 volunteers) before the contract ( <b>37% more volunteer enquiries</b> ) but have just missed our own target for volunteer enquiries. Our figures include the 558 volunteers from the County that we recruited for the Special Olympics. The figures are rising each quarter, so we expect next year to be even better.
		City	625	1,045	2500	3,999		
		County	1,152	390	3,456	3,327	RED (County)	
JM MH	26. Percentage of volunteers that take up volunteering opportunities.		40%	26%	40%	41%	GREEN	This figure has steadily increased through the year and has now reached our target. All volunteer opportunities have been updated which means a number of volunteer opportunities on the books but which had gone out of date are no longer on offer.

Lead	Indicator		This Quarter		Year to Date		RAG	Comments
			Target	Actual	Target	Actual		
<b>JM MH</b>	27. Percentage of volunteers that are happy or very happy with their placement.		Majority	-	Majority	<b>97%</b>	<b>GREEN</b>	This is a high figure that reflects on VAL support and on the effectiveness of Volunteer-involving organisations (VIOs) generally.
<b>JM MH</b>	28. Percentage of volunteer involving groups that are confident or very confident in their ability to recruit and manage volunteers.		Majority	56%	Majority	<b>89%</b>	<b>GREEN</b>	New baseline figure from the VAL Annual Survey. Reflects a satisfactory level of capacity, VAL will further improve its support to VIO's in the coming 12 months
<b>JM</b>	29. Development of a Leicester and Leicestershire volunteering strategy by March 2010.		-	-	-	√	<b>GREEN</b>	The Draft Strategy was presented to the Stronger Communities Board and comment received. Some organisations need to go back through internal procedures to comment/approve the document. Meanwhile a working group will commence work on an Implementation Plan.
<b>JM MH</b>	30. Volunteer opportunities developed annually.	Total	<b>50</b>	<b>111</b>	<b>100</b>	<b>179</b>	<b>GREEN</b>	This is the figure for all volunteer opportunities amended, developed or new. Further research could show how many are completely new and how many updated
		City	No target	26	No target	40		
		County	No target	80	No target	112		
		City and County	No target	5	No target	11		