

Basingstoke Community Support Consortium - Action Plan – towards the future

This is part of the 'Improving Local Support for Voluntary and Community Organisations Strategy in Basingstoke and Deane'.

Colour Codes:

Words in Red

– Overall Top priorities

Yellow Highlights –

2nd Priority

Blue Highlights

– 1st Priority

Pink Highlights -

3rd Priority

Strategic Objectives and Outcomes	Action	Lead/Mechanism	Priority
1. High profile quality support services meeting VCS needs			
1.1 Regular and co-ordinated identification of frontline VCO needs	1.1.1 Develop annual user needs survey with comparable approaches and questions	BDBC and BVS	15 7
	1.1.2 Store research on VCO centrally	BVS Merlin	18 5
1.2 Secure voluntary infrastructure services with long-term funding based on full cost recovery	1.2.1 Ensure base level of core support services that covers Basingstoke and Deane	BDBC and BVS	26 1
	1.2.2 Develop sustainable funding for support services based on identified needs and full cost recovery		19 4
1.3 Fully accessible support services	1.3.1 Develop a support services leaflet	All lead BVS	18
	1.3.2 Co-ordinate support services to have key leads in specialist areas and create one website portal of all services available to VCO		20 3
	1.3.3 Ensure that all services currently provided, and developed in future, are accessible and known in all communities		25 2
1.4 Infrastructure service providers trained to common standards and using common tools	1.4.1 Develop appropriate basic accessible training for all development workers	BDBC and BVS	18 5
	1.4.2 Ensure that staff supporting VCO in areas of specific interest (BME, Youth and Children, Social Enterprise) have appropriate qualifications/knowledge to meet the support requirements of those VCO	BVS, BDBC and local training providers	20 3
	1.4.3 Develop and promote common tools for development work	BVS and partners	14 8

Strategic Objectives and Outcomes	Action	Lead/Mechanism	Priority	
1.5 Infrastructure services delivering high quality training to frontline services	1.5.1 Continue to publish, promote, and deliver Basingstoke and District Training Consortium and all training relevant to the voluntary and community sector through the consortia	BDBC	12	9
	1.5.2 Develop one portal for voluntary and community sector training	BDBC	16	6
1.6 Duplication is avoided and lead bodies are established in themed areas	1.6.1 Review of services to ensure that unnecessary duplication is avoided. Clarity is needed regarding who leads on which initiative to which sectors of the VCS	BDBC, BVS and others	19	4
1.7 Support for trustees	1.7.1 Investigate the potential take up of a local trustees support network (for mutual support and to receive presentations)	BVS, BDBC	20	3
	1.7.2 Link into the Hampshire Trustees Forum and deliver local trustee meeting annually	BVS and CAH	8	10
2. The local VCS fit for purpose and resourced				
2.1 Individual support for VCO	2.1.1 Ensure appropriate sector development workers are in post to support the needs of VCO	BDBC, BVS and CVS	27	1
2.2 A standardised system for collection of information from member organisations	2.2.1 Develop and promote standard database and member forms for infrastructure organisations to collect information from frontline VCO	BVS, BDBC and partners	27	1
2.3 Organisations with access to the volunteers they require to run their organisation	2.3.1 Develop, expand and promote Employee Volunteer network	BVS and others	22	6
	2.3.2 Expand and promote Youth Volunteering and Vinvolved		19	
	2.3.3 Expand and promote Volunteer Centre		26	2
	2.3.4 Develop appropriate local volunteering schemes in rural communities		23	5
	2.3.5 Assess how Basingstoke can work towards the Hampshire LAA target to increase volunteering in Hampshire		12	

Strategic Objectives and Outcomes	Action	Lead/Mechanism	Priority	
2.4 VCO have access to advice, information and support on how to access funding and track successes	2.4.1 Purchase and set up assessable funding information/databases that can be accessed by all VCO	Funding sub group	25	3
	2.4.2 Provide training on fundraising		25	3
	2.4.3 Develop a one-to-one support clinic for VCO to discuss their fundraising requirements with a qualified fundraiser and be given informed advice and guidance on how to progress their organisations fundraising		24	4
	2.4.4 Publicise the above		19	9
	2.4.5 Develop training and peer mentoring on best practice in fundraising for development workers		20	8
	2.4.6 Develop a central library of funding applications for VCO to look through to help develop their understanding and skills in writing bids		18	10
	2.4.7 Develop a process to track success rate in fundraising locally		3	
2.5 VCO have access to specialist advice, information and support	2.5.1 Continue to provide one-to-one support clinics with a qualified HR specialist for VCO requiring support in human resources	BVS	18	10
	2.5.2 Continue to provide one-to-one support clinic with a qualified business development consultant for VCO looking at developing income generating activities or looking at social enterprise as a model of organisational development.	CAH and BVS	16	11
	2.5.3 Set up a one-to-one support clinic for VCO requiring support in developing appropriate health and safety policies and procedures	BDBC	14	12
2.6 Increase recruitment of trustees	2.6.1 Organise an annual trustee recruitment fair, providing an opportunity for individuals to view local opportunities and access advice on roles and responsibilities	BVS and DBC	16	11

Strategic Objectives and Outcomes	Action	Lead/Mechanism	Priority	
	2.6.2 Develop an action plan on recruitment of trustees	BVS and BDBC	16	11
2.7 Quality accreditation	2.7.1 Where appropriate, encourage and support the adoption of suitable quality accreditation as a means of ensuring improved organisational effectiveness and efficiency	BVS and BDBC	14	12
2.8 Develop and coordinate a volunteer recognition event	2.8.1 Investigate the possibility of developing a multi-agency volunteer celebration of achievement event	BVS and BDBC	21	7
3. Partnerships are inclusive of VCS				
3.1 VCS representation on all key local partnerships	3.1.1 Provide guidance for all VCS representatives on partnerships, their role and link to VCS	LSP and other partnerships	25	1
3.2 Improved understanding of key local partnerships	3.2.1 Develop and promote a mapping of local partnerships	BDBC	23	2
3.3 Effective partnership roles	3.3.1 Partnership training	BDBC, housing associations, PCT, Hospital Trust, etc	18	3
4. The Compact understood and implemented by all partners				
4.1 Partners aware of and adhering to the compact principles	4.1.1 With the LSP, sign partners up to Compact principles	LSP	25	1
	4.1.2 Develop a complete mediation/complaints procedure	Compact Group	24	2
	4.1.3 Develop Compact champions in partner organisations	Compact Group	21	3
	4.1.4 Develop the role and representation on the Compact BCSC	Compact Group	14	5
4.2 A community fully engaged with policy development through all partnerships	4.2.1 Develop a partnership community engagement tool	LSP and Compact Group	18	4
4.3 A high profile for the	4.3.1 Develop publicity with successful case studies	Compact Group	24	2

Strategic Objectives and Outcomes	Action	Lead/Mechanism	Priority	
compact in the VCS				
5. Strong VCS network that facilitates communication				
5.1 Forums representing the views of VCO which are representative and linked into local initiatives, partnerships and organisations	5.1.1 To develop the BCSC to be a forum which has representatives of all existing VCS forums included and develop the forum to be the portal for VCS engagement	BDBC and BVS	23	4
5.2 Forum representatives know their roles and communicate between the forums	5.2.1 Develop appropriate training for representatives	BVS	27	2
	5.2.2 Broker a standard feedback form/mechanism through VSF		26	3
5.3 Coordination of joint responses to consultations	5.3.1 Development of BVS website to help facilitate better joint responses to sector wide consultations	BVS and CAH	28	1
6. Unmet community needs identified and supported				
6.1 Organisations mapping where no community group is supporting a community need/issues	6.1.1 Identify gaps in VCO service delivery	BVS and BDBC Community Development and Learning Team	25	2
	6.1.2 Assess how to develop the delivery of missing services	BVS and all partners	24	3
	6.1.3 Continue to develop, promote and deliver projects as required		23	4
6.2 Targeted development work in geographic areas where support is required	6.2.1 Continue to have at least one targeted area under development	BVS and BDBC Community Development and Learning Team	27	1

Strategic Objectives and Outcomes	Action	Lead/Mechanism	Priority	
6.3 Targeted support to communities where no community group represents them	6.3.1 Develop work with minority communities to help them set up community groups to champion issues	BDBC Community Development Worker (Black and Minority Ethnic) BVS, CAH and BDBC	24	3
	6.3.2 With rural communities, map the services they require and develop appropriate community based projects		21	5
7. A high profile VCS embedded within communities, and linked into other local service providers				
7.1 A high profile Merlin	7.1.1 Increase the number of organisations registered on Merlin and promoted on the website	BVS BVS BVS BVS	26	1
	7.1.2 Promote the website to partners so that they know where and how to access VCO		24	3
	7.1.3 Review how Merlin and Evolve interact and are promoted		18	8
	7.1.4 Develop hard copy sign post leaflets around specific client groups (for example carers, older people, youth)		19	7
7.2 An effective and high profile Merlin <i>State of the Sector</i> report	7.2.1 Ensure the right questions are asked of Merlin	BVS	19	7
	7.2.2 Promote the <i>State of the Sector</i> report to partners			
7.3 A high profile with newspapers and key magazines	7.3.1 Develop links with local newspapers to have a page dedicated to the VCS promoting their activities	BVS	14	10
	7.3.2 Develop a page in BDBC magazine dedicated to promoting VCS activity	BDBC	25	2
	7.3.3 Map all community magazine contacts	BVS	20	6
7.4 Maximised use of charity fairs and other promotional events	7.4.1 Continue to recruit new organisations onto charity fairs	BVS	22	4
	7.4.2 Review other sector events we can develop to promote the VCS	BCSC	17	9

Strategic Objectives and Outcomes	Action	Lead/Mechanism	Priority	
7.5 Improved promotion within agencies	7.5.1 Develop generic promotional leaflet and intranet page to improve the profile of VCO as quality service providers and key partners	BDBC, housing associations, PCT, Police	19	7
7.7 Centralised events calendar	7.6.1 Review all organisations event calendars to see if they can be combined	LSP and agencies	24	3
7.8 Develop appropriate ICT support to VCO	7.7.1 Investigate the need for a VCS website host facility	BDBC and BVS	20	6