

# Service Level Agreement for support services for volunteering and community/voluntary groups – Hinckley and Bosworth District

## Background

This Service Level Agreement is a detailed description of outcomes and activities to be delivered in the District of Hinckley and Bosworth, as part of the combined single infrastructure support contract. This single contract is between Voluntary Action Leicestershire and the following local public bodies - Leicestershire County Council, all District/Borough Councils in Leicestershire, NHS Leicestershire and Rutland, and Leicestershire Police. The single infrastructure contract covers three service delivery areas - namely volunteering, support to groups and engagement & representation.

## Volunteering

The overall aim of this service delivery area of the contract is to provide ***accessible support for volunteers and volunteering that meets local needs and increases the number of people volunteering across the private, public and voluntary sectors.***

This will be delivered using VAL's District Based volunteer adviser who will deal with face to face volunteer enquirers who drop in to locations in the District, by support given to volunteer involving organisations by District Based and Central VAL staff, by central management of volunteer enquiries via the internet and VAL helpline, and by a mixture of Countywide and District specific volunteer promotion.

The key quarterly performance measures for volunteering are:

Performance Indicator	Annual Target	Quarterly Target
Number of District drop in sessions – volunteer 'events'	80	20
Number of volunteer enquiries in District	250	62
Percentage of volunteers that take up volunteering opportunities.	40%	40%
Percentage of volunteers that find it easy or very easy to access services	Majority (50% plus)	Measured annually

## Support for local groups

The overall aim of this strand of the contract is to provide ***the diverse frontline voluntary and community organisations support to work more effectively and***

***efficiently by developing their capacity, quality and reach to deliver public services.***

This will be delivered using VAL's District Based District Development Officer and VAL's centrally based Group Support and Training team. The District Development Officer will provide direct support to groups in the district on issues such as governance, fundraising, involvement of volunteers and development of local groups. The central Group Support team provides support in more complex areas such as procurement and commissioning, financial management, HR, asset management and crisis intervention. This support will usually be delivered at the local group's own location in the District. In addition VAL organises training programmes across the county with training sessions taking place in each District, and provides advice and information through the Helpline, the VAL website and E Briefing/VAL News.

The key quarterly performance measures for group support are:

<b>Performance Indicator</b>	<b>Annual Target</b>	<b>Quarterly Target</b>
Evidence of take up of types of VAL support, including one-to-one consultancy, training and workshops accessed by diverse groups.	80 local groups supported	20 local groups supported
Percentage of VCS groups receiving advice or training report that they have increased their capacity to run their groups or services more effectively.	Majority (50% plus)	Measured annually
Amount of funding that diverse groups in the District have been supported to raise.	£25,000	£6,000
Percentage of groups found services easy / very easy to access services	Majority (50% plus)	Measured annually
Percentage of key local commissioners and funders of VCS groups are satisfied with capacity building services provided	Majority (50% plus)	Measured annually

## **Co-ordination, Engagement and Representation**

The overall aim of this strand of the contract is that ***the voices of the diverse frontline voluntary and community groups will be heard by all appropriate strategic bodies and partnerships through identified representatives.***

This will delivered by VAL's District Based District Development Officer with additional support from VAL's Policy Staff. There will be an effective a District VCS forum that will act as an accountability and support mechanism to VCS representatives on District level multiagency groups. These forums will also act as a key 'bridge' to the county level policy discussions, and the Countywide VCS Assembly.

VAL will also lead on central co-ordination of VCS involvement in policy at a countywide level, ensuring VCS views are represented into multiagency discussions at NHS Leicestershire and the County Council, as well as other statutory partners.

VAL staff will work closely with statutory commissioners to support local VCS groups in securing public sector contracts.

The key quarterly performance measures for Co-ordination, Engagement and Representation are:

<b>Performance Indicator</b>	<b>Annual Target</b>	<b>Quarterly Target</b>
There is an effective VCS Forum supported in the District involving a good range of local VCS groups and holding local VCS representatives to account	Forum in place (min 4 meetings)	1 meeting held
Diverse VCS representatives are actively involved in local Partnership activities.	evidence	evidence
There is evidence of open methods used to select / elect VCS representatives	evidence	evidence
Percentage of VCS representatives that feel they are able to effectively represent the sector.	Majority (50% plus)	Measured annually
Percentage of partners and VCS groups that feel VCS representatives have effectively represented the sector.	Majority (50% plus)	Measured annually
Percentage of VCS groups that say they are "well informed" or "very well informed about strategies, policies and partnerships.	Majority (50% plus)	Measured annually
Percentage of local groups that are well informed or very well informed about District developments	Majority (50% plus)	Measured annually

## **Performance reporting**

Reporting will be done quarterly with key numerical indicators and a narrative report to the District. This report will be supplemented by a quarterly face to face meeting with the District Council to allow detailed discussion on performance and set plans for the following quarter.

**21<sup>st</sup> June 2011**