



Communities Select Committee
23 July 2014

Executive Summary - Full year outcomes-based performance report on voluntary, community and faith sector infrastructure in Surrey

This report is about the performance management framework that was implemented in April 2013, to demonstrate how the Councils of Voluntary Service (CVS) and infrastructure organisations in Surrey are delivering the outcomes the County Council is commissioning through them (outcomes can be found in Annex B). The report also talks about the wider strategic work the County Council is engaged in, to enable better working together with the sector to meet the needs of Surrey's communities.

What is the CVS Performance Management Framework?

- It is a series of scorecards (Annex C) that show the activity taking place through the CVSs and their volunteer centres (VCs). It records how many volunteers are being placed on a quarterly basis, the types of volunteers and which priority areas they are being placed in (analysis can be found in paragraphs 16-18)
- It also has data from an annual survey that over 600 VCFS organisations and users of VCFS infrastructure responded to. This information can be found at the bottom of each scorecard and is an objective view of how the wider CVS services are being used (see Annex B and paragraphs 19-21).

Main findings and points to note:

- Over the year 2,310 volunteers were placed through the VCs in 2013/14, with an additional 1,408 volunteers involved in one-off corporate events.
- Placing volunteers is one of the five functions of the CVS and other elements are captured through the annual survey and any additional reports the organisations produce, e.g. annual reports/reports for Trustees.
- The performance framework has been a successful piece of work that has been used in the way that was originally intended. Co-commissioners and Trustees of infrastructure organisations alike have used the information to identify best practice and drive improvement where needed. Counterpart County Councils have approached Surrey to learn about the scorecards and this has been viewed as good practice.
- There is wide support to continue with the performance management framework and officers from the County Council are working with partners to make slight revisions to refine elements of the scorecards.
- This coming year will see commissioners working with the CVSs to ensure activity is better aligned to priority need areas for Surrey.

The County Council's Strategic Relationship with the VCFS:

- The County Council has been proactively working with the Surrey Charities Chief Executives' Group to improve partnership working to better meet the needs of Surrey residents (see paragraphs 28-32).
- A number of collaborative workshops, which have been led by David McNulty have taken place to discuss and scope areas where things could be done differently (e.g. improving procurement processes/engagement with new health structures) and explore opportunities for working together.
- This work will look to support wider agendas and priorities of the Council, such as Family, Friends and Community Support and driving up social capital.