

ANNEX B Surrey Community Action Qualitative Data Scorecard

Issue	Action	Outcome
<p>Statutory sector and VCFS are better informed about the needs of the VCFS and needs in Surrey communities</p> <p>1 Need for greater awareness for VCFS about the sector</p>	<ul style="list-style-type: none"> Commissioned research on behalf of VCFS highlighting emerging needs and VCFS capability in Surrey, launched at annual conference in May, to 120 sector representatives. Sharing key findings with VCFS and inviting discussion on how to respond via forums, email, face to face and newsletters. SCA website redesigned to facilitate this, and Information Officer recruited to customise and propagate pertinent information Recruited Information Manager to provide further bespoke information to VCFS and other bodies, including segmenting VCFS to ensure optimum reach and impact. Information Manager to analyse results of Annual Survey, identify gaps/needs and share with partners to address and meet these. Followed up with on-demand research, with reports generated for Camberley CAB, Epsom and Ewell Borough Council, and Coast to Capital LEP. Provided bespoke data and advice to partner organisations, including Enterprise M3 LEP, Coast to Capital LEP, Surrey Rural Partnership, Surrey Association of Local Councils, Civilian Military Partnership SCA website updated with funding briefs, vacancy and events posts, with 24 VCFS vacancies advertised free of charge. VCFS Forum delivered in July, focusing on health, wellbeing, funding and SCC procurement with delegates from 30 organisations. Advocating on behalf of the VCFS via involvement with the Civilian Military Partnership, SCC Adult Social Care Workforce Board, SCC CEO's VCFS engagement group, Surrey Local Nature Partnership, Surrey Association of Local Councils, Community Foundation for Surrey, Surrey and Sussex Victim Support. Representing Surrey's VCFS and rural communities with the Enterprise M3 and Coast to Capital LEPs, including <u>ensuring Surrey representation on boards and incorporating Social</u> 	<p>VCFS are better informed of the needs and gaps in services.</p> <p>Statutory sector are aware of needs and gaps.</p>
<p>Local VCFS organisations adapt services and structures to meet identified needs</p> <p>1 Information is used to encourage and develop new services.</p>	<ul style="list-style-type: none"> Information Manager consulting VCFS organisations on data needs and preferred data channels Developed and continue to support the Surrey Impact Framework allowing VCFS organisation to understand their impact and opportunities for development. Four training sessions delivered to date and two more scheduled. Actively involved in partnerships that support new service development, eg Local Nature Partnership, Communities Engagement Team, Surrey Association of Local Councils Provide brokerage and coordination role to link appropriate groups and connect sectors, eg: LEPs, Ageing Well Strategy Board, joint funding bids, Dementia Friendly Surrey Working with Surrey to promote information and make best use of resources available and create VCFS "front page" (ongoing) Set up working groups of CVS Chairs to look at improving CVS provision in Surrey. Initial focus on long term strategies for collaboration and supporting outcomes scorecards. Carried out 443 DBS checks for new and existing projects 	<p>New bespoke services are set up to meet the needs, based on data focusing on priority areas, eg. car schemes, community plans.</p> <p>Funds are generated for Surrey.</p>
<p>Innovation is actively supported</p> <p>1 Need to encourage and develop innovative ways of delivering services</p>	<ul style="list-style-type: none"> Planning to host conference for Victim Support organisations to discuss joint projects (planned for early 2014) Working with Community Action Hampshire and Action in Rural Sussex to explore new ways of delivering rural proofing with economy of scale. SCA strategic plan now contains "innovative project" function. Provided Social Enterprise advice and support to 26 nascent and operative social enterprises 	<p>VCFS aware of different delivery models.</p> <p>New and improved services for Surrey residents.</p>
<p>Key strategic decision makers, including elected Members are engaged with the VCFS</p> <p>1 Need to clarify VCFS offer</p>	<ul style="list-style-type: none"> Surrey Impact Framework rolled out Promote VCFS to key influencers and their connection with communities and wider benefits they bring. Audiences to date include: Surrey Rural Partnership, Surrey Association of Local Councils, Community Foundation for Surrey, SCC Adult Social Care, Civilian Military Partnership. Compile and share a list of 'key stakeholders' (in progress) Communicate what the statutory sector is doing and their key priorities (planned) 	<p>Statutory sector are better informed and include VCFS on decision-making.</p> <p>Better value for Surrey residents.</p>
<p>2 VCFS need to understand who key decision-makers are</p>	<ul style="list-style-type: none"> Communicate what the statutory sector is doing and their key priorities (planned) 	<p>VCFS is better informed and able to engage, influence and shape decisions on policy and services.</p> <p>Improved working between partners.</p> <p>Better value for Surrey residents.</p>
<p>3 Need to ensure Surrey is contributing to the national picture</p>	<ul style="list-style-type: none"> SCA is an active member of the Rural Communities Action Network, sharing best practice in rural community support. Responded to various relevant consultations including lobbying, defra settlements, digital skills, soliciting partner feedback first. 	<p>Surrey is represented nationally.</p> <p>Elected members, statutory sector and the VCFS are able to influence policy and decision making at a national level in an efficient and effective way.</p> <p>Better value for Surrey residents.</p>

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