



Annual Plan

2008 - 2009

Introduction

Voluntary Action Kennet is aware that the coming year 2008 – 2009 takes us a year nearer the One Council for Wiltshire, the Wiltshire and Swindon Infrastructure Consortium is at a cross roads and will need to become a single gateway for partners and Voluntary Action Kennet is itself having a time of change as we look to developing a separate charitable company to run our Children, Young People and Family work.

The WCC / PCT commissioned work to review the working with the voluntary and community sector will also have potential to change the relationship. Consultation begins as we begin the new financial year. This comes as Government continues to promote more partnership with the voluntary and community sector and increased service delivery by the sector. As budgets are cut for statutory partners so new solutions have to be found to ensure people do not fall through the net.

Voluntary Action Kennet considers its key strengths to be its:

- **Independence** – allowing us to focus on promoting the interests of our members.
- **Commitment** – providing our members with a high quality service that supports and enables them to make valuable contribution to their community
- **Innovation** – bringing fresh thinking and new ideas to tackle old and emerging problems

The Annual Plan follows the key aims as identified by the strategic plan, as well as working to the five standards expected of Councils for Voluntary Service, as stated below:

Standard 1

The organisation pro-actively identifies needs in the local community and facilitates improvement in service provision to meet those needs.

Standard 2

The organisation assists local voluntary and community organisations to function more effectively and deliver quality services to their users, members or constituents.

Standard 3.

DRAFT March 08

The organisation facilitates effective communication or networking and collaboration amongst local voluntary and community groups.

Standard 4

The organisation enables the diverse views of local voluntary and community sector to be represented to external bodies, developing and facilitating structures which promote effective working relationships and two way communication.

Standard 5

The organisation enhances the voluntary and community sector's role as an integral part of local planning and policy making.

The plan is constrained by the resources available but we are constantly looking for creative solutions and look for opportunities that will attract sustainable resources in order to deliver to support our members and the needs of our local communities. VAK has always ensured that it maximises its resources by keeping the staff team as small as is reasonable this of course presents its own challenges. As often said Voluntary Action Kennet sees the challenges as opportunities and are looking forward to this new financial year.

If you have any queries please do not hesitate to ask.

Margaret West
Chief Officer
February 2008

Aim1 To grow reputable information resources

| | Objective | Task | Who is the lead? | Outcome | Monitoring |
|----|---|--|-------------------------|--|---|
| 1. | Ensure the database is a reliable powerbase | To ensure VAK meets its data protection legal requirements and grows its information resource. | DBO | The sector and partners can rely on the information | Keep evidence sheets as an audit trail. |
| 2. | Ensure a newsletter is produced at least quarterly | Gather information that will help, inform and develop the voluntary and community sector in Kennet. | DBO | Partners feel informed and share information that we pass on. | Keep a copy of each newsletter produced as evidence. Any complimentary or comments of concern recorded |
| 3. | Ensure the website meets the memberships needs | To produce an informative and regularly updated website and a membership area that gives a 'forum' type facility. | DBO | All members and the wider sector can access the information they need when they want it. | No of hits Any complimentary or comments of concern recorded. |
| 4. | Ensure accessible information | To produce communication materials in a timely fashion that are in plain English so that our members, the public and our partners know what we are doing.. | DBO | Members, partners and the public know what VAK stands for and what it delivers. | Copies kept of marketing materials |

Aim 2 Voluntary Action Kennet to investigate and develop ways to generate income

| | Objective | Task | Who is the lead? | Outcome | Monitoring |
|----|--|---|-------------------------|---|--|
| 1 | Develop the provision of direct services to support the voluntary and community sector | Identify new opportunities and developing current services that will provide sustainable resources. | CO | More people and groups use our services | Evidence of actions undertaken and take up of services. |
| 2. | Identify gaps in the needs of the local communities in Kennet | Work with local people and partners identify gaps in services. Identify ways to meet the needs. | CO | People feel ownership that the gaps in services are addressed | Documentation of needs. Evidence of services developed and take-up. |
| 3. | To provide an office base for paid single worker projects that add to the delivery of infrastructure. | Market the facilities available. Identify services that would benefit from being based at VAK & develop a 'single door' service to the sector. | CO | Small voluntary and community sector groups, in Kennet, have a base from which to deliver their services. | Evidence of work undertaken. |

Aim 3 Voluntary Action Kennet to work proactively and reactively to meet the infrastructure needs of the voluntary and community sector.

| | Objective | Task | Who is the lead? | Outcome | Monitoring |
|----|--|---|-------------------------|---|---|
| 1. | Grow the skills and development needs of the voluntary and community sector | <p>Provide a single access point for information, advice, support resources, training and services to embryonic, small and medium sized organisations.</p> <p>Provide services that build the sectors knowledge and skills.</p> | The VAK Team | The voluntary and community sector are well supported. | Record of work undertaken on ACT 9 |
| 2. | Develop the Children's Hub | <p>Develop a work plan for the Children's Hub</p> <p>Map the needs of families living rurally particularly relating to children under 11years old.</p> <p>Identify with communities local solutions that they can own and take forward and those that need a strategic approach.</p> <p>Develop services to support parents that don't duplicate current service delivery across Wiltshire.</p> | CHMgr | Children under 11 and their families have access to local activities, information and services. | <p>Evidenced information</p> <p>An audit of services developed and take-up</p> <p>Evidence of work undertaken, partners and no's using the service.</p> |

| | Objective | Task | Who is the lead? | Outcome | Monitoring |
|-----------|--|--|-------------------------|--|--|
| | | Work towards Pewsey Children's Centre meeting the core offer. | CHMgr | Parents of under 5's are well supported in the Pewsey Community Area. | Report produced for Trustees on progress. |
| 3. | To engage with faith communities | Develop ways to enable faith communities to build their skills to grow social cohesion. | CO | Faith communities are engaged in supporting their secular community and understand their role in building social cohesion. | Funding obtained by Sept. Report to working group of work done. |
| 4 | Develop ways to engage with potential volunteers | Enable the Volunteer Centre and the development of a TimeBank to encourage local engagement. | CO / VW | Building local social capital | No of enquiries No who have taken up opportunities |
| 5. | Work in partnership where appropriate to meet the needs of local people | Increase access to services for local people. | | People feel services are accessible. | |

Aim 4 Voluntary Action Kennet to work collaboratively to influence policy and practice and facilitate voluntary sector representation

| | Objective | Task | Who is the lead? | Outcome | Monitoring |
|----|---|--|-------------------------|--|--|
| 1 | Ensure the inclusion of the VCS in Kennet, and Wiltshire when appropriate, at strategic meetings | Ensure the voluntary and community sector is represented at strategic partnerships and development and planning groups | CO | The VCS are heard, listened to and involved in discussions at a strategic level. | Not less than 10 strategic types of meetings attended. Evidence of what has been attended and how the sector is represented & informed. |
| 2. | Ensure information is exchanged to enable good representation | Provide fora for the voluntary and community sector specialist workers to discuss issues. Ensure the sector communicates through information exchange meetings, the website and other media that ensures everyone feels included. | CO | The voice of the sector is heard, and influence decisions own change. | Not less than three types of opportunities to be created. Evidence of work undertaken and no of organisations involved. |
| 3. | Work with statutory partners | Ensure the voice of VCS is heard at a strategic level. | CO | Statutory partners understand and find helpful the contribution of the VCS | Reports to Trustees |

Aim 5 To develop VAK’s external marketing communications

| | Objective | Task | Who is the lead? | Outcome | Monitoring |
|----|--|--|-------------------------|---|--|
| 1. | Raise the profile of VAK with its stakeholders and the media | To use the launch of the new website as an opportunity to promote the range of VAK services, its key role in initiating and providing guidance and support for local voluntary and community groups, and representing the voice of the third sector in Kennet. | Database Officer | Partners, members and the public recognise and understand the role of VAK through its website that attracts and engages a wider range of regular ‘visitors’ | Tracking levels of website ‘visitors’ and logging articles/features on VAK in the media. |
| 2. | ‘Exploit’ features on the new database facility that will enable VAK to target its marketing communications more effectively. | To build an ‘active’ marketing/communications information system on the Dbase that provides a profile for each voluntary & community group together with updatable notes regarding VAK ‘interactions’ | Database Officer | An ‘informed’ database that can monitor and provide analysis of local voluntary & community group interest and activity | Increasing level of activity on database usage and reports |

Aim 6 Provide good monitoring and evaluation support to partners

| | Objective | Task | Who is the lead? | Outcome | Monitoring |
|-----------|--|---|-------------------------|--|---|
| 1 | Provide learning to grow performance management systems in v&c groups | Enable the sector to meet good practice that will enable them to evidence quality services & attract new business | . | The quality of organisations and their services is improved | Record of groups enabled and courses delivered. |
| 2. | Provide the voice of a critical friend to statutory partners | To provide a sector voice at statutory partner assessments | CO | Statutory partners partnership work is improved and inclusive. | Record made of meetings attended |

Aim 7 To ensure Voluntary Action Kennet has proper governance and is properly managed.

| | Objective | Task | Who is the lead? | Outcome | Monitoring |
|---|----------------------------------|---|------------------|--|---|
| 1 | To ensure good governance of VAK | Meet the legal requirements of Company and Charity Law. | Co Sec. | VAK respond in a timely manner. | All requirements are recorded and date of action taken Annual Report Audited accounts |
| | | Ensure the Trustees are engaged in the strategic operation of VAK, ensuring good financial management and the proper employment of staff. | Chair | VAK Trustees meet all the occupational standards for Trustees | Through minutes of meetings and supporting documentation Approved budget by March & qtrly financial reports. |
| | | Ensure VAK meets its obligations relating to signed service level agreements and contracts | Chair | Contractors are pleased with quality and quantity of services delivered. | Regular staff reports to Trustee meetings. Annual review document showing the statistics/ monitoring information against delivery required. |
| | | Ensure VAK has the right facilities to develop and deliver agreed services. | Trustees | Services are accessible | |
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| | Objective | Task | Who is the lead? | Outcome | Monitoring |
|-----------|--|---|-------------------------|---|---|
| | | Trustees approve the strategic plan and annual work-plan. | Chair | VAK is working to meet its mission by strategic actions that encompass VAK's values and mission | Trustees Minutes |
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| 2. | To ensure good operational management of the VAK. | To ensure VAK works to good practice in its operational management. | CO | A committed staff team | Staff turn over/appraisal issues/ how it meets legal requirements / reports to Trustees |
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| | | To ensure the continuous develop of the staff team | CO | Staff are encouraged to develop their skills and knowledge. | Staff development sheets. Actions from supervision notes |
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| | | To ensure good communication between staff and trustees. | CO | The staff and trustees work as one team. | Staff meeting notes Evidence of team activities |
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| 3 | To ensure monitoring and evaluation of VAK | To review the working of the Trustee Board | Chair | All Trustees feel there is continuous improvement in the way they operate. | Evidenced record of a review with action points |

| | Objective | Task | Who is the lead? | Outcome | Monitoring |
|--|------------------|--|-------------------------|--|--|
| | | To review policies and procedures on a regular basis to make sure they meet changes in legislation and good practice | Chair | Trustees are confident their policies and procedures meet good practice. | Matrix to be reviewed by Trustees annually |
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| | | To ensure the strategic plan has a clear delivery system. | Chair | Trustees are clear how the strategic plan will be delivered. | Reports to Trustees |
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| | | To ensure delivery against the annual plan is monitored by Trustees | Chair | Ensuring the organisation is delivering against plan. | Minuted evidence half year delivery at the November Trustee meeting and previous years delivery against the plan at the June Trustee meeting |
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| | | To review the risk register annually and ensure systems are in place to reduce risk. | Chair | VAK is aware of its risks | Noted in the Strategic group minutes and brought to Trustees annually. |
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| | | To obtain the views of the voluntary and community sector – both those who do and don't use VAK's services on an | CO | VAK is customer focused. | Response available by June & reported to Trustees. |

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| | | annual basis. | | | |
| | Objective | Task | Who is the lead? | Outcome | Monitoring |
| | | To continually work to a high standard to maintain quality standards awarded (IIP & Matrix) | CO | VAK works to best practice for the benefit of its customers, staff and trustees. | Ensuring continuous development by using the weak points of the previous reports. |