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Introduction

Voluntary Action Kennet is aware that the coming year 2009 – 2010 is likely to be the last year as we currently know it.

Voluntary Action Kennet needs to ensure it is in the best position for the future and this year provides an opportunity to do some re-shaping. With this in mind VAK are looking at working through a partnership agreement with PACT, Kennet Credit Union and Kennet CAB to create a voluntary sector community services building. If this trial year works then it could see the partnership move to the new community building expected on the 'Whatley' site. VAK also will be looking at working more closely with communities in Devizes and Marlborough and the rural element of the Tidworth Community Areas.

One Council for Wiltshire will be devolving its responsibilities to local people, as prescribed in several Government documents. They will be doing this by creating 20 Area Partnerships and not yet agreed but potentially 18 Area Boards. VAK has always been engaged in the four partnerships in Kennet and this engagement will become even more key moving forward.

A Voluntary Sector Unit is to be established as part of the WCC / PCT commissioned work to review the working with the voluntary and community sector. Work has begun to move the actions forward from this review.

We presume that during the year WC and NHS Wiltshire will begin to negotiate their preferred way forward regarding a new service level agreement to deliver infrastructure support services.

The new build Pewsey Children's Centre with community room facilities is expected to be built and open during this year, which is really exciting.

Voluntary Action Kennet continues to feel its key strengths are:

- **Independence** – allowing us to focus on promoting the interests of our members and enabling needs to be met in our communities.
- **Commitment** – providing our members with a high quality service that supports and enables them to make valuable contribution to their community and support for local people.
- **Innovation** – bringing fresh thinking and new ideas to tackle old and emerging problems
- **Engagement** – enabling us to work closely with local people and listening to their issues. This enables us to contribute in the most appropriate ways.
- **Partnership** – working with others to ensure the best solutions for local people and a joined up approach to issues.

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This is a strategic overview of the Annual Plan. Each Objective will have a work plan in order to deliver the outcome. These are agreed with the worker through their Annual Review and their regular supervisions.

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 and 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.

Voluntary Action Kennet sees the challenges as opportunities and VAK is looking forward to this new financial year.

NB This Annual Plan is to be used as the schedule for our core CVS SLA. We would draw the Wiltshire Council's and NHS Wiltshire's attention to the fact that this plan encompasses strategically all our work and not that just related to the core CVS SLA.

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

Margaret West
Chief Officer

Aim 1 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	Provide a single access point for information, advice, support resources, training and services to embryonic, small and medium sized organisations. To enable them to build their skills and knowledge	DW	The voluntary and community sector feel well supported.	Record of work undertaken on ACT 9
	Provide support services for the voluntary and community sector	Grow the sold and free services that offer back office support to the sector.	CO	Groups have the back office support they require	Statistics of what has been delivered
2.	To engage with faith communities	Develop ways to enable faith communities to build their skills to grow their links and engagement with the local community.	CO	Faith communities are engaged in supporting their secular community and understand their role in building social cohesion.	Report on what has been delivered
3	Develop ways to engage and attract potential volunteers and provide volunteer management	Work with Wiltshire Council to develop a volunteer strategy for Wiltshire. Provide potential volunteers with a sign posting and enable good	IO	The County is clear about what it wants to achieve through volunteers and how it can be delivered. People are offered the support they need to identify volunteer	No of enquiries No who have taken up opportunities

	support to volunteer projects	practice volunteer management.		opportunities. Group receive good practice volunteer management support.	
4.	Work alone or in partnership, where appropriate, to meet the needs of local people	Enable discussions and identify support required to enable local people to access to services.	CO	People feel services are accessible.	Evaluation reports
		Work with the Wiltshire Consortium to enable a single gateway for voluntary and community groups to access good quality support services	CO	VCS feel they receive good quality support	Evaluation reports
		To look at re-structuring VAK to enable it to be more pro-active and re-active to the support needs of the voluntary and community sector in the former Kennet area.	CO	VCS feel VAK is responsive to their needs.	Reports on what restructuring has taken place via Trustee minutes.
7.	Enable the sector to grow its voice and influence	<ul style="list-style-type: none"> - Facilitate the Wiltshire Mental Health Forum. - Children & Families Voluntary Sector Forum - Wiltshire VCS Assembly - Re-establish the Kennet Chairs Network. 	<p>DW</p> <p>AD</p> <p>CO</p> <p>DW</p>	The sector has a clear voice and can influence the direction and delivery of services.	

Aim 2 To create creative solutions to community needs for people living rurally.

1	Develop a Children's Hub	Identify and develop pieces of work with children and families that meet community needs and have community support across the former Kennet area and beyond, where appropriate.	CHMgr	Children under 11 and their families have access to local activities, information and services.	Evidenced information
		Attract funding in order to develop practical parenting courses and family learning opportunities	CHMgr	Parents feel more engaged with their children/young people	Report on what has been applied for and result of applications. List of events & number attending
		Attract funding in order to develop activities for young people under 12 years	CHMgr	Young People feel there are things to do in their rural locality.	Evidence of work undertaken, partners and no's using the service.
2	Develop the Pewsey Children's Centre	Work towards Pewsey Children's Centre meeting the core offer. Work with partners to enable a purpose built Children's Centre to be built	CHMgr	Parents of under 5's are well supported in the Pewsey Community Area.	Report produced for Trustees on progress.
3	Develop activity opportunities for socially excluded and older people	Move 'Time of Our Lives' forward EXTEND	DW	People in the Pewsey Community Area feel included	Statistics and evidence of what has taken place and how many attended

		With partners develop activities at Meadow Court			
4	Time Bank across the Pewsey Vale provides good neighbour support	<p>Grow the TimeBank through:</p> <p>Double the hours of reciprocal giving from the last year.</p> <p>Get two village Time Banks up and running.</p> <p>Work with the church community in Devizes to set up a Time Bank.</p>	<p>TBW</p> <p>TBW</p> <p>TBW</p>	People in Pewsey Vale feel they can ask for help	Statistics and SLA report
5	Ensure people with a Learning Difficulty, in the former Kennet area, have access to an advocate as necessary	<p>Identify projects to support people with LD</p> <p>Help 'Open Minds' to grow their self advocacy skills by empowering their peers.</p>	<p>SW</p> <p>SW</p>	People with LD feel they are listened to and are supported	List of what has been achieved.

Aim 3 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, from the former Kennet area, and Wiltshire when appropriate, at strategic meetings	Challenge statutory colleagues when the voluntary and community sector is not 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 representatives feel properly informed	Provide support to enable the representatives to feel adequately informed	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	Encourage statutory partners to involve the VCS at a strategic level..	CO	Statutory partners understand and find helpful the contribution of the VCS	Reports to Trustees

Aim4 To grow reputable information resources

	Objective	Task	Who is the lead?	Outcome	Monitoring
1.	Continually develop the database to exploit VAK's contacts and work	Within the legal requirements grow the database and its opportunities to inform and support VAK's work.	MCO	The sector and partners can rely on the information	Keep evidence sheets as an audit trail.
2	Ensure accessible information	To produce communication materials in a timely fashion that are in plain English.	MCO	Members, partners and the public know what VAK stands for and what it delivers.	Copies kept of marketing materials
3	Ensure good communication with the sector and partners	Create an e-bulletin on a monthly basis Ensure a newsletter is produced quarterly Ensure the website meets the needs of VAK's membership Keep the blog lively and interesting to engage members	MCO	Members and partners feel well informed	Copies of the e-bulletin
4	Provide events that enable listening, learning and networking	Ensure not less than four Info Share events per year	MCO	Members and partners feel they are listened to, are kept informed and can contribute to discussions.	List of events

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5	Create and integrated information hub for the Pewsey Community Area	Work with partners to create an informative one stop shop.	CO	Voluntary and Community Groups / Parents / The public have an easily accessible one stop shop.	Statistics of how many, what support offered, etc.
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Aim 5 Voluntary Action Kennet to investigate and develop ways to generate income

	Objective	Task	Who is the lead?	Outcome	Monitoring
1	To produce more income to benefit	Through applications to Charitable Trusts and through tendering for work deliver more resources	CO	VAK does not have live hand to mouth	List of applications made and monies acquired.
2	Develop the provision of direct services to support the voluntary and community sector	Identify new opportunities and developing current services that provide back office support and will provide sustainable resources.	CO	More people and groups use our services	Evidence of actions undertaken and take up of services.
3.	Identify gaps in the needs of the local communities in Kennet	Identify funded opportunities to create solutions to meet gaps in services with local people.	CO	People feel ownership that the gaps in services are addressed	Documentation of needs. Evidence of services developed and take-up.
4.	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 6 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	Take forward the action plan from the June 08 Away Day.	Work group	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'	Reports of activities and results
2.	'Exploit' features on the database 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'		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 7 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.
	Ensure the sector understands outcome focused monitoring	Provide opportunities for learning		Voluntary and community Groups feel better equipped to apply for funding and deliver to SLA's	Courses provided
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 8 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 the good management of the VAK facilities.	Trustees	Services are accessible	

		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
		Trustees are engaged in supporting specific areas of VAK's work	Chair	All trustees feel they are engaged in VAK's work	Reports to Trustee meetings
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
		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
		To ensure good communication between staff and trustees.	CO	The staff and trustees work as one team.	Staff meeting notes Evidence of team activities
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
		To ensure the strategic plan has a clear delivery system.	Chair	Trustees are clear how the strategic plan will be delivered.	Reports to Trustees
		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
		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.
		To obtain the views of the voluntary and community sector – both those who do and don't use VAK's services on an annual basis.	CO	VAK is customer focused.	Response available by June & reported to Trustees.

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	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.