VCS Support Services Review

VCS Support Services Review: online survey

- Citizen Space online consultation.
- Started 18 Nov 2016; ends 3 Feb 2017.
- Respondents complete online survey in one of three ways (following "skip logic" path):
  - On behalf of local VCS group or organisation
  - As someone who uses services provided locally by VCS.
  - As a member of public interested in how LCC supports VCS
- Each set of questions appropriate for respondent, obtaining different kinds of information.
- 79 respondents to date.

VCS Support Services: current provision

- LCC commissions services to support Voluntary and Community Sector (VCS) groups and organisations in city.
- Contracts in place for three services:
  - Supporting collaboration and guaranteeing collective voice for city's VCS.
  - Providing infrastructure support to city VCS.
  - Supporting volunteers and volunteering in city.
- Non-statutory, discretionary provision.
- Current cost: £276,00 p.a.
- Includes support from Clinical Commissioning Group (CCG) and Office of Police and Crime Commissioner (OPCC).

Supporting collaboration; guaranteeing collective voice

1. Discussing matters of common concern among VCS groups, organisations and service users.
2. Promoting collaboration and partnership working among city VCS.
3. Supporting a collective voice for city's VCS.
4. Maintaining dialogue among VCS re issues important to Sector.
5. Looking at ways to become more sustainable (e.g. opportunities to leverage external funding).
6. Sharing and making sense of data and information with LCC (esp. re LCC policy and service development affecting VCS).
7. Disseminating news and information from LCC (esp. re policy and service development affecting local VCS).
8. Advice, assistance and support to help city's VCS groups and organisations become more self-sufficient and sustainable.

Providing infrastructure support

1. Information about setting up and running a VCS group or organisation.
2. Developing funding applications.
3. Sharing good practice in effective governance.
4. Sharing good practice in financial management.
5. Sharing information about funding opportunities.
6. Training in marketing and communications.
7. Providing tailored support to address concerns voiced by VCS.
8. Advice re changing operational working arrangements to help city's VCS meet current challenges.
9. Supporting VCS to reach potential clients or service users considered "underserved", "difficult to reach" or "hard to engage".
10. Giving information, advice and support about changes to national legislation and local policies and practices affecting VCS.

Supporting volunteers & volunteering

1. Recruiting and retaining volunteers.
2. Marketing volunteering opportunities.
3. Sharing good practice regarding volunteering.
4. Training volunteers and managers of volunteers.
5. Support to develop volunteering opportunities.
6. Recruiting and assisting volunteers to serve as board members, directors and/or trustees.