



Lancaster District Community and Voluntary Solutions
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Lancaster District CVS Local Infrastructure Action Plan Update 2009

LDCVS is a Member of:



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BACKGROUND

The initial LIAP was produced in 2005/6 to provide a delivery plan for use by Lancashire VCFS Consortium under ChangeUp. As such, the plan included Lancaster, Wyre and Fylde. The key expectations were that Lancaster, Wyre and Fylde would form an Infrastructure Hub as a consortium and that each district would form District based Hubs providing representation with the Consortium and providing a clear voice at County level.

LIAP Analysis of Need 2005

An analysis of local VCFS need was undertaken by the Lancashire Consortium in 2005 and is reported in the LIAP Action Plan 2005 – 2006. In summary, the following needs were identified under the following headings:

- Performance Improvement
- Workforce Development
- Information and Communication
- Governance
- Recruiting and Developing Volunteers
- Financing and Fundraising
- Local Priorities

LIAP Analysis of Need 2009

Lancaster District CVS's up-date of the LIAP has concentrated on local support needs including survey data of over 200 of it's members (see separate summary document, " The Sector Counts") and consultations at its various Voluntary Sector Forum meetings.

Summary Findings

- **Performance Improvement:** the need for locally based Voluntary Sector Development support has been identified as on-going (Forum Consultation May 2009).
- **Workforce Development:** identified the need for support with management of VCFS organisations including access to staff training and development opportunities.
- **Information and Communication:** The original needs identified in the LIAP were met by the work of the ICT HUB. CVS intelligence identifies that many small groups meet these needs through the support of volunteers but tailed support in some areas to fill in gaps in support is still needed.
- **Governance:** Support with improving governance being delivered by CVS development workers through training or individual support. Recruitment and training of new potential requires further development.
- **Recruiting and Developing Volunteers:** CVS is working to develop a volunteering strategy for the district which addresses these issues.
- **Financing and Fundraising:** Support with finding funding is being delivered by CVS development workers through Grant Finder Searches and CVS information data; group training and tailored support to groups to complete funding applications.
- **Local Priorities:** CVS development work includes significant work with organisations in rural areas, from BME communities and areas of higher deprivation. This work is to be independently reviewed in 2010 with SMART Objectives to be developed at this stage.

INFRASTRUCTURE SUPPORT				
LIAP Objectives 2005	By Whom	Actions achieved at April 2009	Outcome/s	Lancaster CVS SMART Objectives to April 2011
Consolidate and develop Lancaster Area Hub as key body for VCFS consultation and planning in district area and develop relevant associated forums.	Lancaster Hub Group, Lancaster CVS and partners	The Lancaster District Voluntary Community and Faith Sector Forum successfully established in 2006 & Lancaster District Hub Group amalgamated within this forum. Administration, Management and funding of forum mainstreamed within Lancaster CVS Forum Structure: membership open to any VCFS organisations operating in the District. Representation: CVS represents this Forum on the Lancaster District Local Strategic Partnership (LDLSP).	Increasingly robust Lancaster District VCFS Forum.	LDCVS to facilitate a minimum of 5 VCFS Forum events a year.
Continue to develop draft LIAPS for all areas and Lancaster/Wyre/Fylde footprint	District hubs and joint Lancaster/Wyre/Fylde Hub.	Lancaster District LIAP up-dated 2009 following CVS consultations with the Sector in 2007, 2008 and 2009.	LIAP drafted and circulated that meets the needs of the voluntary sector in Lancaster	Updated LIAP 2009 document to inform: Lancaster CVS service delivery planning. LDLSP action planning Valuing People priority 1.
Ensure input into Community Plans	District hub groups	Lancaster District VCFS Forum Consultation events in September 2007 to facilitate consultation and engagement with the Districts Sustainable Community Strategy.	Development of community plans that effectively reflect and promote VCFS role and activity.	Lancaster District VCFS Forum to facilitated at least one consultation event annually.
Engage with Local Area Agreements agenda	District hub groups	Lancaster CVS have attended negotiations with Government Office North West re LAA.	Development of LAAs that effectively reflect and promote VCFS role an activity.	
Contribute to development of web-based database resources of available materials, tools for development and information.	District hubs and joint Lancaster/Wyre/Fylde Hub.	Lancaster District CVS secured BASIS funding for information and DTP worker (2008-13)	Resource information available to groups in Lancaster District.	LDCVS website to providing web based information, resources & tools for development to local VCFOs and links to other suitable sites. September 2010

WORKFORCE DEVELOPMENT				
LIAP Objectives 2005	By Whom	Actions achieved at April 2009	Outcome/s	Lancaster CVS SMART Objectives to April 2011
Enable access to information on training opportunities	LWF Hub, Workforce Development Subgroup and appropriate partners.	not achieved as Workforce development Subgroup undeveloped LDCVS VCFS training needs survey 2009-compled.	Good quality and accessible information on available training provided to local VCFS organisations	Analysis of survey to be used as evidence to secure funding for Lancaster CVS to delivery a locally based training programme for VCFS 2009-12
Engage with Lancashire Learning Consortium Project.	Local Project partners.	Engagement achieved through development work and Forum.	VCFS organisations in Footprint area able to access training opportunities.	Continued Engagement.
Affordable management training available for voluntary organisations.	LWF Footprint Hub in conjunction with Workforce Development Sub- group /Selnet		Resources available to support organisations wishing to access management training.	CVS to investigate the development of bursary scheme to support approved training esp. of key local organisations.
Training resources tailored to developing need in local VCFS organisations.	LWF Hubs with appropriate local providers/ Workforce Development Subgroup.	Lancaster District CVS Training Needs Survey conducted in January 2009.	Training opportunities continue to be developed as appropriate for need in organisations.	LDCVS to seek funding for training informed by Training Needs Survey.
Build HR capacity of local VCFS organisations including staff supervision and recruitment	LWF Hubs with appropriate local providers/Workforce Development Subgroup.	LDCVS developing enterprise project offering full accounting and payroll services. Basic information and signposting service provided in area of recruitment and employment issues	Increased capacity of the sector locally to disseminate knowledge regarding HR issues and of local infrastructure and other VCFS organisations to address these in their organisations	CVS to identify specific HR/Management training and support needs and how best to address them. September 2011. CVS to seek funding for up-date training in specific areas of employment law; volunteer support and retention September 2009 CVS to investigate opportunities for development of budding/mentoring system esp. for trustees engaged in Staff supervision April 2011

INFORMATION & COMMUNICATION & TECHNOLOGY*

LIAP Objectives 2005	By Whom	Actions achieved at April 2009	Outcome/s	Lancaster CVS SMART Objectives to April 2011
Accessible, affordable ICT support from appropriate providers for frontline and infrastructure organisations	LWF HUB and VCFS ICT Steering Group	Furniture Matters provide affordable refurbished computer hardware. Signposts are brokering an ICT problem resolution service with support and help desk phone number. VCFS – ICTS.org.uk	Frontline and infrastructure orgs have access to pay as you go ICT support	
Develop tailored support re ICT for VCFS organisations – especially database/information systems.	ICT HUB members in conjunction with relevant partners.	VCFS – ICTS also provide tailored training; data base design; systems development; networking; web design and maintenance and systems repairs.	Tailored ICT training available to suit needs of VCFS orgs.	CVS to explore options for delivering ICT training to suit needs of CVS members. September 2010.
Access to support on: DTP/Graphic Design	ICT HUB members with relevant partners.	see above	Graphic design resources available to VCFS orgs.	see above
Access to website design and maintenance and associated support.	ICT HUB members with relevant partners.	see above	Website development resources available to VCFS orgs.	see above

* The original 2005 LIAP included these objective which have been delivered by organisations other than CVS in the District. This has been reported on for information purposes.

GOVERNANCE

LIAP Objectives 2005	By Whom	Actions achieved at April 2009	Outcome/s	Lancaster CVS SMART Objectives to April 2011
Appropriate and accessible information resources relating to governance issues are available to local VCF organisations	LWF Hubs in consultation with VCFS Steering Group	Advising on governance has been mainstreamed into CVS development work and is being delivered against BASIS funding targets. An annual Trustee training Course has been run by CVS in District for trustees.	Frontline organisations able to access information as required.	LDCVS to develop webased information and resource links. July 2010 Identify/develop/purchase standardized and appropriate information sheets and make accessible to organisations in both web based and paper formats. Lancaster CVS September 2010.
Appropriate tailored support available to assist groups in dealing with governance and capacity issues.	Appropriate delivery bodies as identified by LWF Hub	Appropriate tailored support to assist groups to deal with governance and capacity issues is being delivered by CVS – delivered against BASIS funding targets.	Frontline organisations are able to access one-to-one tailored support as required.	Specialist advice available to local infrastructure organisations from CVS Locally delivered appropriate and tailored development support available to groups and organisations from CVS to be publicised and promoted with launch of a new CVS brochure July 2009
Training on governance and related issues provided at appropriate levels for VCF organisations in LWF	Appropriate delivery bodies as identified by LWF Hub	Lancaster District CVS Training Needs Survey conducted in 2009 researched trustee training needs.	Frontline organisations are able to access training support as required, including options of accredited training.	Training Needs Survey material to inform CVS training programme and funding bids to resource such work July 2009. CVS to deliver core Trustee Training programme annually CVS to offer tailored training to individual trustee groups as required.
Sharing existing skills to improve governance in local VCFS organisations	HUB in consultation with VCFS Steering Group		Skills sharing to mutual benefit of participating organisations. – peer mentoring.	CVS to include Governance networking support links on up-dated website. September 2010.

Local Infrastructure Action Plan Up-date 2009

<p>New Community Groups able to access appropriate support to establish good governance procedures.</p>	<p>Appropriate delivery bodies as identified by LWF Hub</p>	<p>CVS providing tailored support to groups through Development work – delivering to BASIS funded targets.</p>	<p>New groups built on firm governance foundation.</p>	<p>LDCVS to offer tailored support service during early stages of groups being established. Support available to groups and organisations from CVS. This service to be publicised and promoted with launch of a new CVS brochure July 2009</p>
<p>VCFS groups in process of development or redefinition able to access appropriate support to establish good governance, including support and guidance on working towards quality standards.</p>	<p>Appropriate delivery bodies as identified by LWF Hub</p>	<p>Quality Standards System identified and CVS has started to complete PQASSO up to level 2.</p>	<p>Groups achieve firm governance foundation, including accredited quality standards.</p>	<p>LDCVS to offer tailored support service to groups on ongoing basis. This service to be publicised and promoted with launch of a new CVS brochure July 2009</p>

RECRUITING AND DEVELOPING VOLUNTEERING OPPORTUNITIES *

LIAP Objectives 2005	By Whom	Actions achieved at April 2009	Outcome/s	Lancaster CVS SMART Objectives to April 2011
Access to Volunteering support and guidance relevant to groups at all levels.	LWF Hub/VCFS Consortium Volunteering Subgroup/National Hubs	Lancaster District Volunteering Strategy commenced April 2009	Frontline organisations able to access support and guidance as required.	See Lancaster District Volunteering Strategy August 2009.
Information packs relating to volunteer issues are available to groups requiring support.	LWF Hub/VCFS Consortium Volunteering Subgroup	Promotion Work done by Volunteering Lancashire 2008	Frontline organisations able to access information as required.	See Lancaster District Volunteering Strategy August 2009.
Promotion & recognition of Volunteering Work within the District	LDCVS	Lancaster District Volunteer of the Year Achievement Awards Ceremony June 2008.	Increased profile of volunteering in the District. Improved recognition of the value of volunteering in the District. Frontline organisations able to "thank" their volunteers	LDCVS to organise similar event in June 2009 and seek further funding for following years.
Groups are able to access local support on specific volunteering issues.	LWF Hubs and relevant local partners	SAMS (self assess management training) training delivered to + - 30 individuals in Lancaster District in July 2008	Frontline organisations able to access tailored support and guidance as required.	See Lancaster District Volunteering Strategy August 2009.
Support available to isolated/rural groups	LWF Hubs and relevant local partners	Time Bank Work from Age Concern addressing this need in some key rural areas.	Informal volunteering supported in isolated/rural communities.	See Lancaster District Volunteering Strategy August 2009.
Organisations aware of Volunteer Centres and other support services.	LWF Hubs and relevant local partners	Promotion Work done by Volunteering Lancashire 2008	Increased awareness of Volunteer recruitment and support services.	See Lancaster District Volunteering Strategy August 2009
Increased access to training in volunteer management	LWF Hubs and relevant local partners	SAMS (self assess management training) training delivered to approx 30 individuals in Lancaster District in July 2008	VCFS organisations able to increase skills in volunteer management.	See Lancaster District Volunteering Strategy August 2009

* Developments in 2009 have enabled Age Concerns (now part of Help Direct) Volunteer Bureau to extend it's project. This is identified as part of the scoping carried out in the Volunteering Strategy.

FINANCING AND FUNDRAISING				
LIAP Objectives 2005	By Whom	Actions achieved at April 2009	Outcome/s	SMART Objectives to April 2011
Improved access to major funding sources.	VCFS Consortium	CVS providing tailored support to groups through Development work – delivering to BASIS funded targets.	Greater funding availability for organisations with major public and charitable funders to increase access to funding streams for groups in Lancaster.	Continue to support development of VCFS Consortium? Continued Liaison with new Lancashire Community Foundation.
Improved communications between funders and recipients.	Hub and local infrastructure bodies.	Lancaster District CVS secured BASIS funding for 2 development workers (April 2008-13) Lancaster District CVS organised District Funding Fair, March 2008 offering organisations opportunity to develop proactive relationships with funders.	Increased flow of funding into projects, sharing of risk between funders, improved dialogue and greater understanding by funders of projects supported.	LDCVS to organise annual funding fair October 2009
VCFS orgs in area able to access tailored support on funding issues.	Hub and local infrastructure bodies.	Lancaster District CVS secured BASIS funding for 2 development workers (April 2008-13) Workers Providing accessible tailored support to local VCFS organisations in relation to funding.	VCFS organisations in area access adequate funding support.	CVS to provide funding searches One to one advice accessible tailored support to local VCFS organisations in relation to funding and funding bids. To be Publicised and promoted with launch of a new CVS brochure July 2009
Ensure access by organisations to local	HUB members	CVS Offering funding surgeries, seminars and	VCFS organisations able to access information, support	CVS to investigate options to establish funding advice libraries (Fixed/ Mobile ICT/DTP/funding

information and guidance on potential funders and support with funding applications.	with relevant partners	one-o-to-one support. CVS to offer annual training on funding applications Coordinating annual Funding fairs.	and advice as required through local, regional and national mechanisms. Improved capacity in VCFS organisations to undertake fundraising activities.	info stations) at key points in District. To include broadband enabled computers, key printed directories and/or searchable CD ROMs and/or online subscriptions to Funding directories. September 2010 CVS to Investigate linking with Library service to provide funding information points. September 2010
Clearer application forms, transparent selection processes, reasonable monitoring systems, useful feedback to failed applicants.	HUB members with relevant partners	CVS providing feed-back to relevant funders where possible. Eg. Liaison with Community Foundation for Lancashire & involvement in Big Lottery Consultations.	Funding processes improved in response to input from frontline organisations.	CVS to work with VCFS to liaise with funders in Lancashire about improvements to application systems. on-going
Accessible affordable training around funding, including social enterprise and income generation and financial management.	HUB members with relevant partners	CVS providing signposting information in monthly e-bulletin; Forum events; quarterly newsletter. Working with North Lancs Social Enterprise Network and signposting to organisations like SELNET.	VCFS organisations able to access fundraising training as required, including accredited training options. Improved capacity in VCFS organisations to undertake fundraising activities.	LDCVS to continue to develop and up-date information to facilitate clear signposting. LDCVS to provide key links on up-dated CVS website to these key agencies September 2010
Facilitate access to centralised data needed to complete application forms: population/needs data etc.	HUB members with relevant partners	CVS providing a tailored support service offering assistance to organisations completing funding application. This includes assistance identifying "evidence of need" and signposting to relevant sources of statistical information.	VCFS organisations able to access required data to facilitate funding applications.	LDCVS to link with statutory partners who have information on deprivation et for their area. September 2010 LDCVS to provide key links on CVS website to these data sets September 2010 LDCVS to build "evidence need" training into core training sessions available to groups.
Organisations can access affordable, specialised support with	HUB members with		Improved support for financial management in VCFS organisations. Improved	LDCVS offering affordable specialised support with bookkeeping, accounting and financial management from April 2009. To be publicised

<p>bookkeeping, accounting and financial management.</p>	<p>relevant partners</p>		<p>organisational capacity.</p>	<p>and promoted with launch of a new CVS brochure July 2009</p> <p>LDCVS to offer free tailored training and support to VCFS organisations in the above area. To be publicised and promoted with launch of a new CVS brochure July 2009</p> <p>LDCVS to work with education providers to ensure accessible training in financial management September 2010</p>
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