

# **Draft - Report to Derby homes (DH)**

## **Year End Report from Community Action Derby (CA) 2018 to 2019**

### **Introduction**

This paper provides an extended narrative that outlines and evidences Community Actions (CAs) achievement against the Derby Homes (DH) funding grant agreement for 2018-2019. The support for CA was provided to ensure that Derby City has a functioning city wide volunteer centre service and to support the cities primary Infrastructure support provider, whilst improving opportunities for DH tenants and leaseholders. Further it is acknowledging the service provision requirements of the VCSE in Derby City.

CA has met or exceeded its outputs and established outcomes.

In order to demonstrate our Social Value we have spoken to previous participants of training, contacted our members and stakeholders, and interviewed past volunteers to find out the difference we are making to our member VCS organisations, volunteers and their service users. We have also calculated the social return on investment through our two primary grants £20,000 from Derby Homes and £85,000 received from South Derbyshire Clinical Commissioning Group. An overall grant investment of £105,000 in total has provided a return on investment of £9.29 per pound invested in CA. The organisation will be producing Social Accounts alongside our annual financial statements.

### **Outputs & Outcomes**

*At **Appendix 1** is a spreadsheet of the figures and achievements- For City wide service and DH specific capture.*

To deliver against its volunteer centre and infrastructure role in Derby CA has four primary strategic outcomes it works toward

#### **Outcome 1 Strategic Involvement & Consortia Development**

*From the work undertaken in this area the following partnerships have emerged in Derby:*

#### **Stronger Communities Board**

The new Board has been developed to re-engage the city's VCSE with our statutory partners and provide a strategic platform for involving and planning services in the city. The Board has representation from across the sector and consists of city leaders and partners from Derby Homes, DCC, Derby University and Public Health. The city's vision of narrowing the gap is its primary driver and the Board is currently formulating its outcomes to ensure that it can measure and evidence its achievements and promote partnerships from within. Moving forward it hopes to increase key members to include health representatives from Clinical Commissioning Groups, Police & Crime Commissioners and Primary Care Networks.

#### **Derbyshire & Derby, 3D**

CA has been actively working with its Derbyshire peer organisations. It has been involved in supporting wellbeing hubs work, communications and engagement and prevention agendas via discussions included in the Sustainable Transformation Plan (STP) and the Joined Up Care agendas and involving the wider sector via the Health and Wellbeing Networks.

### **Derby based partnerships**

CA and Derby Homes - joint initiatives including Shinning Stars Volunteer Event have had a significant impact in terms of celebrating volunteers and volunteering in the city. With 152 nominations and provided a real buzz for volunteers and volunteer involving organisations in derby.

### **Quotes**

- On behalf of Dawn, Paul and myself, we'd like to thank you for inviting us to such an inspiring event. We didn't expect to be singing and dancing along to Abba on our Tuesday mornings at work! We had a lovely time and enjoyed hearing about all the other amazing projects and people in Derby. Please extend our thanks to the rest of the team.
- Hope all is well, Children First attended the volunteers event last week and really enjoyed it. Steps For the Future were fantastic and the whole event was brilliant. Our volunteers were asking when next year's event might be, already!
- Just wanted to say thank you for the invitation and feedback how much the event was enjoyed by our team.
- Thank you to you and the team for putting on an amazing day.
- She was so pleased to have won, she told me she had tears in her eyes when she found out and said she had never won anything in her whole life. Wow.
- Thank you for the invite to the ceremony. The team were thrilled with their runner up place. We had a lovely few hours.

The libraries programme partnership, CA is supporting DHA in delivery of locally based Community Managed Library Services (CMLs). CA is responsible for developing and supporting local volunteering in the CMLs and developing partnerships and opportunities that will ensure that the libraries function as local hubs for information and services, operating as local hubs and reducing local isolation.

### **Crowdfund Derby**

A partnership between Derby City Council and Community Action. The initiative has developed into a strong partnership, encouraging and supporting local organisations to access additional funding for their projects and programmes. Attracting just over £60,000 of additional investment into the VCS in 2018 - 2019.

### ***Outcome 2 - Infrastructure Development to support Health & Wellbeing in Communities***

#### **Training and Development**

Throughout the year we have delivered a range of City & Guilds Trainer Skills/Learning Curve courses and 15 individuals achieved their certificates. We have supported 81 learners in a variety of training programmes including Equality

and Diversity, Effective Meetings, Minute Taking, Social Media and Corporate Fundraising. Over the year CA has provided one to one support sessions to 196 organisations. Comments and feedback from participants included:

### Quotes

- *I enjoyed every moment of the City & Guilds Level 3 Teaching and Education course! The tutor was great - combining vast professional experience with a relaxed teaching style, and Lisa at Community Action, was always on-hand to offer support.*
- *I learned a range of teaching skills which are relevant to my role as a Volunteer Peer Tutor and will put these into practice immediately. As someone who experiences mental health difficulties including depression and anxiety, I found the course to be really beneficial to my recovery - providing me with something meaningful to do with a fantastic group of people in a great environment. The group was small enough for everyone to feel really involved and to learn from each other. I will miss spending Tuesdays with such an inspiring and lovely bunch of people.*

CA has opened 3 Online Centres to deliver IT support through the Learn My Way website to members of the community. Volunteers have been trained as Digital Champions to support members of the public in Spondon, Allestree, City Centre and Whitecross Community room. Additionally we have supported **57** online learners over the year 2018/9 averaging at 1 hour per learner per week.

### Networks and capacity building

A total of **8** networking meetings have been held attracting **121** separate attendees. CA has worked with business partners and the statutory sector to provide Legal Structures and Trustee training and these have been received well by the sector. We have delivered 4 Self-Help Forums with **66** participants from **39** groups attending. The forums main objective is to provide a network to share experience and issues and facilitate closer working within the smaller VCSE organisations in Derby.

### Quotes

- *I get to meet other small organisations and it helps me learn about what is going on in Derby.*
- *I met someone that could help me build my service during the year- it's been great and we have now successfully applied for funding to deliver a project that suits our users more.*

### Health & Wellbeing Network

The Health and Wellbeing Network met three times during the year and has had 56 attendees at the meetings. Presentations were given by staff in health, public health, VCSE AND Derby City staff informing the sector and taking views to inform service development.

### Quotes

- *The Network enables me to keep up to date about what is important and what's changing in health, it helps me do my job.*
- *Love to meet my colleagues, its much easier when you can discuss challenges you face with others and the network helps me do this.*

### **People & Groups reached by Social Media**

We have achieved our aim to reach out to as many people and groups as possible, increasing Community Action's profile and spreading the message that we are here to help organisations and groups to achieve their aims and to have an impact on the lives of their service users/families and society. CA has produced **10** funding bulletins read by an average of 26% of recipients of which there are **1901** individuals. We have produced **69** news articles that are of interest to the sector, have **2051** Twitter followers and over **40,100** hits on our website, an increase of over 6,000 hits on the website since 2017-18.

### **Outcome 3 Supporting Funding into VCS**

#### **Funding Support**

We have offered a range of funding support to VCS organisations in Derby and we now have nearly **500** individuals per month reading our funding bulletin. We have organised one annual funding fair with **119** attendees and **19** funders represented. There have been **6** funders' surgery's during the year for groups to meet with funders and receive tailored advice & support.

Groups have attended workshops on bid writing and evidencing need, which combined with one to one support, has led to **23** bids being submitted to funding organisations with a total of **£778,016** funding secured in the city.

#### **Quotes**

- ***Hydrangea Derby** - Thanks to Community Action and the help and encouragement from the team there we were able to navigate our way around Crowdfunder and achieve the target set. We now have funds to continue for another year and make future plans for 2020.*
- ***Derby City & South Derbyshire Mental Health Carers Forum** - The money raised during the year with your support has enabled the forum to take carers out for a Christmas meal, it also paid for pamper sessions and expenses. This funding has enabled us to support each other and meet up so that we are less isolated and it means the group is financially stable for the time being.*

### **Outcome 4 Volunteering Service Provision**

The Volunteer Centre has brokered **1901** opportunities for individuals to access a volunteering placement, with a mean, **88%** placement attainment rate for volunteers brokered via our direct face to face interview and support.

We have offered direct one to one support to organisations on involving volunteers, providing advice on policies, roles, and retaining volunteers to supporting volunteers in placement. To support our volunteer involving organisations we have delivered two Volunteer Managers' Forums attended by 14 managers from voluntary organisations.

The Volunteer Centre's success is attributed to the intensive support we are able to give particularly to those who have barriers to overcome to volunteering. We have supported individuals to contribute over **17,100** hours of support to local voluntary and community groups. Our volunteer brokers have provided **2258** hours of intensive support to local residents to support them in their volunteering placements and **3865** volunteering hours have been contributed directly to CA. CA currently operates its service with support from 21 trained and active volunteers involved in delivery and 14 Trustees.

The Volunteer Centre has also undertaken various projects with local businesses including Rolls Royce, Network Rail, Intu and East Midlands airports - as part of their Corporate Social Responsibility functions. Matching businesses in Derby to specific tasks for community organisations - known as Employer Supported Volunteering (ESV). We hope to further develop and support and ESV programmes moving forward into 2019-2020..

One local employer that runs an ESV scheme and was looking for such a project was Network Rail who had contacted the Volunteer Centre to offer the services of a group of employees to a good cause. Paint and materials were donated by Brewer's Decorator Centre in Derby, who donated paint, rollers, trays and poles.

We have successfully helped volunteers into paid employment, 10 individuals, 5 being 5 Derby Homes tenants during the year. At least 59 Derby Homes tenants (partial year to date) have entered into training or formal volunteering following initial contact. We have contacted some of these individuals to ask about the impact volunteering has had on their lives:

#### Quotes

- *I don't know where I would be without Community Action; you really have changed my life, I'm now in a job I enjoy and have a good income again. I never thought I could get here again. Thanks so much.*
- *Lynn has been excellent, very knowledgeable and fluent in her delivery, she has got me using a mouse and keyboard straight away. I feel more comfortable knowing I am being supported by a volunteer, I actually feel relieved as I didn't know what to expect.*

## Outcomes and Impact

	Outcomes & Impact Achieved
<b>Outcome 1</b>	
An effective voluntary and community sector in Derby to help maintain or improve the health and well-being of the people of Derby	<p>The Stronger Communities, Self - Help Forum and Health &amp; Wellbeing Network is providing an opportunity to work together and share issues, resources, and develop partnership working.</p> <p>Sector is better informed through partnership work on strategic level plans are disseminated through CA events.</p> <p>Increase in VCS consortia and resources into the sector to work together on joint bids on Health and Wellbeing agenda.</p> <p>Best practice and priorities identified that support community priorities, supporting peer solutions and prevention of escalation of issues into higher cost services.</p> <p>CA providing a brokerage role to alternative VCSE provision outside of statutory services.</p>
<b>Outcome 2</b>	
A VCS Infrastructure Support Service that supports VCS organisations to contribute towards Derbys Health and Wellbeing agenda, reducing social isolation, supporting people to be more independent and helping them to stay in their own homes; supporting people to self-care and independence.	<p>Groups have accessed capacity building training to improve governance and provide more sustainability for their service users. Stronger sector means better more accessible services.</p> <p>Strategic links through CA allows members to be represented at Health &amp; Wellbeing and Partnership boards leading to a better informed sector and local population.</p> <p>Peer support opportunities are lessening direct interactions with more intensive services and increasing community capacity via peer support and improved circumstances.</p>
<b>Outcome 3</b>	
Increase in the amount of funding being accessed by Derby City VCS Groups to improve the Health and Wellbeing of the people of Derby	<p>Funding secured for groups to support people to better manage their health conditions.</p> <p>More capacity within VCS organisations through additional funding and volunteers to deliver services.</p> <p>Links to local businesses and funders created to support sustainability of services.</p>

Outcome 4	
A volunteer service that enhances the contribution of health and wellbeing related groups and services to improvement in health outcomes for volunteers and service users	<p>Local people have received intensive support to begin and maintain volunteering roles.</p> <p>Voluntary organisations receive support on recruiting and retaining volunteers to deliver and expand their services.</p> <p>Volunteering leading to training and paid employment and increased wellbeing for local people.</p> <p>Meeting ESV needs of local employers</p>

### **Added Value**

As well as demonstrating our social value and social impact we are able to effectively demonstrate the added financial value in working with Community Action.

Due to our extensive partnerships and networks within the voluntary sector and statutory partners we have been able to deliver our services very cost effectively - working from community venues, accessing free advice from funders, local business and health professionals, and using volunteering time to reduce staff costs and benefit volunteers.

Voluntary organisations have given their time to attend strategic level meetings, networking events, training workshops and volunteering events. **15** statutory providers including **7** health professionals have delivered information sessions at CA events. Over **450** individuals have accessed our networking meetings, and events during the year. With resources already stretched these figures show how valuable VCSE groups find attending these events.

Our unique position as the only VCS infrastructure body in Derby City allows us to work in partnership with our members to deliver the best value service for the sector and not compete but enhance our members work that deliver services in the city.

The Volunteer Centre has enabled our local voluntary & community groups to receive additional (evidenced) support from volunteers of a minimum of **17112** hours, totalling over **£256,338** in volunteering time. In addition CA's internal volunteers have provided over **2258** hours or **£33,825** of intensive support to others with barriers to volunteering.

*Based on The average hourly wage for Derby in this period of £14.98 (Source: NOMIS website. ONS annual survey of hours and earnings - resident analysis 2018).*

Using a social return on investment calculation we have accounted for a return on investment of **£975,844**. This yields a return **£9.29** to the local community for every £1.00 spent through this service with Community Action.