

DRAFT ACTION PLAN

Infrastructure Action Plan

Excerpt from Infrastructure Review:

It is recommended that a short term (6 month) action plan is made outlining the priority areas in which the sector will work with the Darlington Partnership including Action priorities.

The action plan will state objectives and means of achieving them including working in concert with other nfp agencies.

eVOLution has added a column to the action plan to demonstrate the progress made on the action plan. This plan is yet to be signed off by the eVOLution board and therefore certain section have not been reported on.

Rationale	Action	Measures	Time for Completion	Progress
Vision				
Evolution have identified the need for them to set out a clear vision and role for Evolution. Evolution has appointed external consultants to help them carry out this work.	Vision developed with input from members of the sector and key commissioners/funders including DBC that gives a clear vision, core aims and is signed off by the Board	<ol style="list-style-type: none"> 1. Evidence of process for engaging with the sector to develop the vision – workshop by consultants with the wider sector 2. Clear priorities linked to strategy. 3. Performance measures in place for each priority in the plan. 	March 2015	eVOLution has their strategy in Draft form. It will be taken to the next strategy and development meeting for consultation.

Strategic Development				
<p>The infrastructure review identified the need for wider discussions with the nfp sector moving forward, and the need for joint objectives and evaluation. Need for Leadership and strategic view for the sector and engage with the sector and wider partners in a joint response to a changing climate</p>	<p>Establish a Strategic Development group with key representatives from the sector</p>	<p>Stage 1 Terms of Reference agreed by the Group.</p>	<p>January 2015</p> <p>Stage 2 End of March 2015</p>	<p>eVOLution have had 3 strategy and development group meetings. The remit has been agreed and will be reviewed in September.</p>
	<p>Stage 1 Executive Director develops joint understanding of the group with key leaders from the sector and public sector to co-produce the Terms of Reference for a Strategic and Development Group. Membership to be from across the sector and involve people whose remit covers priorities as agreed</p>	<p>Timetable of Meetings also agreed at the meeting</p> <p>Minutes distributed to all members within two weeks.</p> <p>Agenda plan to include invitations to key commissioners to jointly agree priorities and key areas of emerging work and sector involvement.</p>		<p>An action plan has been developed for this group to make sure all tasks are being delivered. Work is underway on developing a children, young people and families' early intervention/prevention project as a result of these meetings.</p>
	<p>Stage 2 Group established with clear agendas as a forum for strategic</p>	<p>Stage 2 Agreed process for conducting 360 appraisal of</p>		<p>eVOLution are trying to boost attendance by trying to find a day and time that is most suitable to organisations but recognises what may be a good day for some will not be for others. We will continue to monitor this and try to accommodate as many people as we can.</p> <p>It has been agreed to do this after the elections in May.</p>

	<p>discussion, representational feedback and evaluation.</p> <p>Group provides a mechanism for reviewing funding performance of Darlington as a whole and considering and responding to opportunities for joint funding bids.</p>	<p>Evolution.</p> <p>Agreed process for establishing sub-groups for key areas (financial inclusion, social care, employment and skills, supporting people etc)</p> <p>Agreed process for providing representation and providing feedback for the sector on key bodies and discussion fora.</p>		<p>This has been set out in the remit of the group. A sub group for the children and young people project is being developed.</p> <p>The meetings have a set agenda item that allows VCS sector reps to feedback information and to take information from the sector to feed into relevant meetings.</p>
Representation				
<p>The sector requires a clear and understood mechanism for providing representation into key decision making and discussion forums, and for ensuring information is disseminated to the wider sector. This will include a</p>	<p>Evolution will provide the representation for the sector at the Darlington Partnership and other strategic meetings</p> <p>They will also act as VCS organisations representative on the Health and Wellbeing Board alongside the statutory role of</p>	<p>Revised membership of the partnership will be agreed with the Chairman of the Partnership</p> <p>The strategic development group agenda will demonstrate consultation with the sector on</p>	<p>End of November 2014</p> <p>End of February 2015</p>	<p>The election of a new Partnership rep has gone out in the eVOLution spring newsletter.</p> <p>There will be a standing item on each strategic development group meeting for feedback from representatives of various multi agency meetings.</p> <p>This item is on the agenda and will be</p>

<p>process for sector views to be explored, distilled and agreed on key issues such as changes affecting the sector and its members. Evolution needs to provide leadership and representation for the sector as a body with core service delivery. The capacity and skills to provide representation on a range of other bodies should be explored and agreed with the sector.</p>	<p>Healthwatch.</p> <p>Representational roles for the sector on other bodies will be agreed with the sector through the Strategic Development Group and wider consultation.</p> <p>The role of a 'sector representative' and a mechanism for ensuring effective representation will be agreed with the sector through the Strategic Development Group and wider consultation.</p>	<p>partnership and HWBB agenda.</p> <p>Agreed process for providing representation and providing feedback for the sector on key bodies and discussion.</p> <p>Evidence of wider consultation with the sector.</p> <p>Formal contributions will be put forward from the Strategic Development group to the partnership and other fora.</p>	<p>End of January 2015</p> <p>End of January 2015</p> <p>End of March 2015</p>	<p>discusses at the next strategic development meeting.</p> <p>eVOLution has developed a partnership meetings page on the website and has started to populate the page with information on multi agency meetings including who the voluntary sector rep is (if applicable), dates of meetings, remit of meetings and who to contact for further information.</p>
<p>Directory</p>				
<p>Infrastructure review identified clear need for effective information database</p>	<p>MIRUS working and operating as both a database and volunteer tool.</p> <p>Action is taken to promote the use of</p>	<p>Well populated database which enables search among the not for profit sector only on subject areas.</p>	<p>December 2014</p> <p>February 2015</p>	<p>The organisational database on the Mirus system is live and currently hosts information on over 400 voluntary sector organisations that operate in Darlington. Organisations can be searched for by work areas and client groups.</p> <p>The information that can be shown by each</p>

Volunteering				
<p>The need for an effective Volunteer Centre that is accredited to match volunteers with volunteering opportunities.</p>	<p>Mirus to enable the sector to place opportunities for volunteering and for volunteers to receive information about opportunities either through a search or through alerts.</p>	<p>Effective system the use of which can be clearly demonstrated and is well populated with opportunities.</p>	<p>December 2014</p>	<p>The volunteer section of Mirus is live and currently has 146 local volunteering opportunities live on the system that can be searched by areas of interest. New and existing organisations have been shown how to use the system and were invited to a Mirus tutorial session. eVOLution has been out to organisations to give demonstrations on how to use the system. We continue to put up opportunities for organisations who are not using the system for themselves so as not to miss any.</p> <p>The number of different opportunities on Mirus in Darlington is 146, however some of these will require multiple volunteers for the one title. There are 100 volunteer managers however eVOLution manage some of these on behalf of organisations but the system does not give us a total breakdown of these figures.</p> <p>An article on Mirus went out in the December issue of Darlington together. We have been delivering outreach sessions at the QE, Darlington College, Dolphin Centre, Job Centre and libraries promoting Volunteering and signposting people to the mirus website.</p>
	<p>System in place to enable effective monitoring of the usage of Mirus and the extent to which it is used effectively.</p>	<p>Data which shows number of opportunities, number of volunteers registered and number of organisations using Mirus.</p>	<p>February 2015</p>	
	<p>A campaign to promote Mirus to the schools and colleges, universities, through Darlington Cares and to the wider public.</p>	<p>Clear evidence of an effective publicity campaign including advertisements, social media and articles in local media.</p>	<p>May 2015</p>	
	<p>Mirus to be promoted to the</p>	<p>Clear evidence of a promotion campaign including through meetings, individual training sessions and demonstrations and incentives to use the system.</p> <p>All volunteer contacts with Evolution are recorded through Mirus.</p>	<p>February 2015</p> <p>May 2015</p>	

	<p>sector.</p> <p>Face to face visitors encouraged and helped to use online Mirus facility.</p> <p>Volunteer Centre accreditation completed successfully for current period</p>		<p>eVOLution now has a computer in the reception area of their building for anyone to come in and look for volunteer oppertunites on mirus with the assistance of a member of the eVOLution team. The volunteer centre is now ran as a drop in and the number of volunteers who have come in to the centre during January and March is 72.</p> <p>eVOLution are holding a number of activities during volunteers week and planning is well under way. We are holding a volunteer fair on the 3rd of June in the Market square, a match up session at Darlington college and we have produced a series of resources for organisations to celebrate volunteers week without spending resources.</p> <p>Mirus literature is used in all publicity, events and within the volunteer centre. It is promoted verbally in all contacts with volunteers and organisations and at the Volunteer Manager Network.</p> <p>The VCQA accreditation is on track and has been submitted. The closing deadline is the 24th of April. It will not be assessed until after that date.</p>
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Member Toolkit for nfp sector				
<p>The review identified the need to support nfp bodies and community groups</p>	<p>Evolution will improve the online facility providing advice to nfp organisations and community groups.</p>	<p>Effective online toolkit with multiple sections on the areas outlined.</p>	<p>February 2015</p>	<p>The eVOLution website will be the platform of information for VCS organisations.</p> <p>There are currently up to date help resources and template documents on the eVOLution website and evolution direct users to this as a first point of call. If they require further support then we offer 1:1 advice. This will be an ongoing refresh to ensure the information is up to date for organisations. If a 1:1 is needed eVOLution will use this to see if further information could be developed to assist online around that subject.</p> <p>The information of what groups already exist will be hosted on the mirus database. A link to the database is on the homepage of the eVOLution website.</p>
	<p>Information to include: What groups already exist and what to do they Is there scope for joining up Setting up a new group Governance Becoming a charity Being an effective organisation (including IT, HR, data law, contracting and accounting). Applying for funding – including where to apply, learning how to submit quality bids, developing joint bids etc)</p>	<p>Accessible and user friendly with help guidance in completing online forms and templates.</p>	<p>February 2015</p>	
		<p>Alternative models and advice about which model is appropriate for which type of body/situation.</p>	<p>February 2015</p>	
		<p>Information about where further advice and support may be available.</p>	<p>February 2015.</p>	

Tendering and Contracting				
<p>Evolution needs to play a leadership role in helping the sector to respond to a changing environment. It needs to provide support to nfp organisations to broker joint bids and help to develop tendering skills.</p>	<p>Provide an online facility with alerts to enable any organisation who signs up to be kept updated with all funding opportunities notified to Evolution or researched by them from other sites such as the DBC funding newsletters, commissioning notifications and procurement plan.</p>	<p>Online facility established.</p>	<p>December 2014</p>	<p>eVOLution has developed a page on their website for funding news. The page is now live and people can sign up to newsletter that is just for funding.</p>
	<p>Brokering of joint bids for larger contracts or funding. Where possible the consortium will be used for this.</p>	<p>Regular updates apparent with all current opportunities.</p>	<p>December 2014</p>	
	<p>Brokering of relationships with other regional bodies for a joint geographical bid across regional</p>	<p>Evidence that pages are well used by the nfp sector</p>	<p>February 2015</p>	
		<p>Clearly documented evidence that Evolution has worked with more than one nfp body in Darlington to enable a joint bid for funding or contracts in excess of £100,000.</p>	<p>February 2015</p>	<p>eVOLution worked with 2 VCS organisations to submit a £25000 bid, unfortunately it was unsuccessful and only projects in the country were chosen.</p>

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Capacity				
<p>Evolution needs to have clear objectives driving the business and ensure that its time and resource is devoted to the delivery of its key priorities.</p>	<p>Need to identify low, medium and high priority areas and its relevance to the organisations key aims and objectives and identify the outcomes of each priority.</p>	<p>Review document demonstrating systematic analysis of all key priorities and outcomes</p>	<p>January 2015</p>	<p>This section is yet to be signed off by the eVOLUTION boar therefore no update will be available.</p>
	<p>Need to develop tools for carrying out low priority activity with minimum resource.</p>	<p>Ability to evidence how resources including staff have been used to deliver the priorities. Evidence as per the attached spreadsheet.</p>	<p>January 2015</p>	
	<p>Need to devote expensive resource including time of paid staff and the Executive Director to key priorities.</p>	<p>Update report demonstrating lower priority areas and proposed process changes to minimise resource devoted to these areas.</p>	<p>February 2015</p>	
	<p>Need to be able to refer clients to other organisations where</p>	<p>Evidence of referrals.</p>	<p>March 2015</p>	

	they require specialist support.	360 degree appraisal of infrastructure carried out by Strategic Development group, infrastructure peers, volunteers and Board Members.		
Co-production				
A term widely used to describe a situation where those using or in receipt of services work together and with providers to determine what is to be provided and how it is to be delivered. In the context of the voluntary sector it includes the sector acting as the voice of the community and helping public sector commissioners to design services and	Evolution to provide information and support to approaches made by commissioners to work with the sector in this way. To help the sector to understand need for different approaches and responses which may fall outside the compacts or arrangements designed to ensure equality in contracting			eVOLution will use the strategic development group to provide information on co production and will invite commissioners along to this group. eVOLution's Executive Director has talked to organisations about co production and is emphasising the message that it is a positive move for the voluntary sector to be involved in the design/delivery of services.

<p>work together in the provision and delivery of the service. These type of arrangements can benefit from the support of infrastructure to identify the members of relevant discussions and support the role of the sector in informing commissioning and co-design.</p>	<p>processes.</p> <p>To broker relationships between a range of nfp bodies to facilitate this type of working.</p> <p>To raise awareness within the sector about the way this type of approach can work and help the sector to be ready to meet the challenges this type of approach can present.</p>			
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Marketing and Communication Plan				
<p>Evolution have a role in co-ordinating the promotion of the , the services it provides to its members the sector as a whole and in particular the benefits of volunteering to the residents of the area, and Darlington voluntary sector to funding organisations, business leaders and the wider world.</p>	<p>Prepare a plan of communications and in particular the main purposes of communications and the messages that need to be conveyed and some analysis of the stakeholders.</p> <p>Prepare specific campaigns on key areas like promoting volunteering and the Mirus facility.</p>	<p>Document which sets out the key objectives of Evolutions marketing and communications activity.</p>	February 2015	<p>This is incorporated into the strategy. eVOLution has increased its use in social media and the "klout" number for twitter has raised from 18 to 43 since January.</p> <p>eVOLution have been working with the marketing team of Darlington Building Society and they will be helping to promote the services and in particular the Volunteer Centre.</p> <p>An article has been published in the December Darlington Together to promote Mirus. Another article was to be sent at the end of March for the May edition to promote Volunteers week but this edition is not being published so we are looking at different ways</p> <p>A campaign for volunteering is underway and outreach sessions are being carried out across the town. Volunteer centre leaflets and promotional materials have been updated and circulated.</p>
		<p>Media coverage of Mirus facility promoting use. Articles produced for the DT magazine or elsewhere which promote volunteering.</p>	December 2014	
		<p>Campaign plan moving forward with further promotion of volunteering.</p>	January 2015	

Data Collection and Analysis			
<p>Data collection should be developed which will provide the necessary management information to accurately and objectively assess performance.</p>	<p>Data collection should focus on the number of contacts and the effectiveness in terms of key outcomes of each contact.</p>	<p>Clear record of each contact what in each case was delivered and the outcome of that work.</p>	<p>eVOLution has a monitoring form in place to capture the information required and this will be produced at the end of each reporting period.</p>
	<p>Ability to demonstrate key elements of work through performance measures agreed as part of existing funding and contracting arrangements.</p>	<p>Compliant submission against performance data request as set out in the contract with DBC</p>	