

Appendix 1 – VCAEC performance update

Provide support to the community and voluntary sector

Area of focus	Annual performance target	Expected actual at six-month stage	Actual at six months	VCAEC's reason for negative variance (and efforts made to achieve target)	VCAEC's response setting out what they are doing in response to any negative variation
<p>Deliver training courses or networking/themed events to member organisations</p> <p>Provide details of the event, attendees, and evaluation feedback</p>	4	2	<p>3</p> <ol style="list-style-type: none"> 1. Safeguarding Adults and Children - 9 attendees 2. Emergency First Aid -10 attendees 3. Cyber Crime VITAL Lunch – 4 attendees <p>Feedback forms sent to ECDC for the Safeguarding Training and the First Aid training.</p>	<p>Only 1 feedback form for the VITAL lunch has been received despite sending 2 emails requesting this information.</p> <p>Verbal feedback at the time of session was positive with one agency asking the speaker to attend their groups to give a presentation too.</p>	<p>In future, feedback forms will be handed out at the end of the events.</p>
Respond to general community and	62	31	56	N/A	N/A

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voluntary sector enquiries Provide details regarding the nature of the enquiry and the support provided					
Provide advice and support to voluntary and community groups on a range of subjects including: <ul style="list-style-type: none"> • Funding • Recruitment of volunteers • Setting up a group • Constitutions • Performance management 	20	10	3	Working with the Splash Pad. Successful in obtaining funding. Awaiting information on 3 bids requested VCAEC are working in partnership with Support Cambs with regards to their volunteering website which VCAEC promote. Speaking to all the voluntary groups who	VCAEC met with ECDC and have confirmed that two face 2 face information and advice sessions have been set up, one in Soham and the other in Littleport, which will be held in March.

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<p>Provide details about what support was provided</p> <p>Provide details of external funding brought into East Cambridgeshire as a result of assistance with funding bids</p>				<p>have stalls at the events they have attended.</p>	
<p>To have an impact on the development of local and national volunteer and community group policies by development of research and campaigning work.</p> <p>Undertake activities to inform or influence policy impacting the sector via responding to consultations, attending events etc.</p>	6 activities	3 activities	<p>Attended 10 events</p> <ol style="list-style-type: none"> 1. Soham Carnival 2. Burwell Carnival 3. Aquafest 4. Armed Fores Day 5. Health & Well day 6. Youth Fusion – Haddenham 7. You Fusion – Burwell 8. Greener Together 	N/A	N/A

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			<p>9. Coop 10. Chamber event</p> <p>There have been no consultations we have asked to contribute to.</p> <p>We input information on the current situation in our sector at all meetings attended and take relevant information back to members.</p> <p>Other attendees learn from our experiences/interactions and can act accordingly.</p> <p>VCAEC sit on the following meetings to represent the sector:</p>		

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			<ol style="list-style-type: none"> 1. East Cambs Integrated Neighbourhood 2. Aligning Support to the VCS 3. Voluntary Sector Network 4. Delivery Group meeting 5. CPLRF Community Resilience Working Group 6. NAILCAP 7. CEO Network 8. South ICP Board 9. East Cambs Health and Wellbeing 10. Health Alliance 11. State of the Region and 		

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			<p>Shared Vision Working Group</p> <p>VCAEC have been working on the Volunteering Together - East Cambs campaign which has 9 organisations involved. VCAEC have represented the collaborative at all events attended.</p> <p>VCAEC have recently worked with 5 secondary schools regarding volunteering for young people. They are exploring creating materials and giving advice to young people, schools and organisations.</p>		

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Conduct research into unmet or emerging social needs in the area and provide ECDC with a summary of current and developing issues for the sector its members, and the area which includes information on emerging trends and risks, unmet or emerging social needs in the area and the promotion of action to meet them.	Provide 1 report per annum to ECDC		This will be available in the second half of each year.	N/A	N/A
Promote services available via website, social media, newsletter, attendance at local events and other means of communication	20 promotional activities	10	10 1. Soham Carnival 2. Burwell Carnival 3. Aquafest 4. Armed Fores Day 5. Health & Well day	N/A	N/A

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			<ul style="list-style-type: none"> 6. Youth Fusion – Haddenham 7. You Fusion – Burwell 8. Greener Together 9. Coop 10. Chamber event <p>Google searches 1,370 (April-September)</p> <p>A minimum of 3 tweets/ Facebook posts each month</p> <p>6 newsletters</p> <p>Volunteer Cambs website</p> <p>New VCAEC website</p>		

Increasing volunteering opportunities

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No of promotional activities undertaken to recruit new volunteers	10	5	10 <ol style="list-style-type: none"> 1. Soham Carnival 2. Burwell Carnival 3. Aquafest 4. Armed Fores Day 5. Health & Well day 6. Youth Fusion – 7. Haddenham 8. You Fusion – Burwell 9. Greener Together 10. Coop 11. Chamber event 	N/A	N/A

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			<p>Volunteer Camba website: 94 members of the public have registered</p> <p>Promotion on VCAEC website</p> <p>Google searches 1,370 (April-September)</p> <p>A minimum of 3 tweets/ Facebook posts each month</p>		
No of volunteers interviewed or signposted to a placements/ organisation	70	35	39	N/A	N/A
Provide details of the number of volunteers assisted to	30	15	<p>5 3 face to face 1 telephone</p>	<p>Lack of volunteers</p> <p>VCAEC have been working with Support</p>	VCAEC are promoting their services on Facebook, in Labour-

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obtain a placement			1 online	Cambs with regards to their volunteering offer. 94 members of the public have registered. VCAEC are awaiting an update on this figure.	Techs window, on our website, X and LinkedIn.

Volunteering projects

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Social Car Scheme					
Number of volunteer driver hours	4,800 (400 hrs x 12 months)	2,400	April to September is 2,134 hours	N/A	N/A
Number of unique customers			Total trips 1,936 medical 1,124 Shopping 59		

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Give details of number of journeys and the purpose <ul style="list-style-type: none"> • Medical • Shopping • Social • Other 			Social 183 Other 327 –		
Volunteer Gardening Scheme				N/A	N/A
Volunteer hours worked	2,880	1,440	April to September 1,277	N/A	N/A
Number of unique customers	New measure	New measure	85	N/A	N/A
Other VCAEC services					
Number of volunteer hours worked including office	1,300	650	626	Some volunteer hours at VCAEC have been funded for a part time member of staff for 3 years for 12 hours	N/A

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administration, finance and trustees				a week (work formally undertaken by a volunteer). This provides a greater level of consistent support as managing staff is more reliable than working with a volunteer	
<p>Provide a minimum in kind volunteer contribution for the benefit of East Cambs residents</p> <p>Give breakdown across volunteer areas and details of how this is calculated</p>	£126,169	£63,084.50	<p>Car = £29,982.70 Gardening = £17,941.85 Office = £6,013.40 Total = £53,937.95</p> <p>This is the number of hours volunteered X £14.05 which is the Sanctuary volunteer value.</p>	<p>The volunteer drivers make up a lot of the hours and the drivers are not carrying out as many hours as they used to. 2 drivers `retired' and 2 drivers are seriously ill.</p> <p>VCAEC now have a paid admin in the office which means their hours are no longer counted each week in the stats.</p>	<p>VCAEC advertise on social media and have had 2 people interested since our recent campaign just after Christmas.</p> <p>VCAEC are now advertising in the window of Labour-Tech.</p>

Member satisfaction

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All member organisations to be surveyed annually	Provide ECDC with results of annual member satisfaction survey	N/A	Survey to be undertaken in January 2025	N/A	N/A
Number of complaints against the service	Provide the Council with details of any formal complaints	N/A	No complaints received	N/A	N/A
Number of VCAEC member organisations	Provide ECDC with number of VCAEC member organisations	N/A	120 (1 new member joined in September 2024)	N/A	N/A

Reporting and accounts

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AGM	Invite sent to ECDC	N/A	Invite sent to ECDC	N/A	N/A
Report and accounts	Provide annual report and accounts to ECDC	N/A	Provided to ECDC	N/A	N/A

Methods of engagement

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<p>The core service shall be available:</p> <p>By letter, email and to personal callers on a drop-in basis at:</p> <p>VCAEC Rear Offices, Centre E 24 Barton Road Ely Cambs, CB7 4DE</p> <p>Hours of opening: Monday-Thursday 09:30am to 12:30pm <i>By face-to-face appointments for general help:</i></p>	N/A	N/A	The core service was available as required by the SLA	N/A	N/A

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<p>Monday-Friday 09:00am to 14:00</p> <p><i>For all enquiries relating to volunteering: Monday-Thursday 09:30am to 12:30pm</i></p> <p><i>For transport enquiries: Monday-Thursday 09:30am to 12:30pm (Must be a minimum of 12 hours per week)</i></p>					