

Appendix 1 - VCAEC performance update

Provide support to the community and voluntary sector

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance	VCAEC's response setting out what they have done and/or 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	7		
<p>Respond to general community and voluntary sector enquiries</p> <p>Provide details regarding the nature of the enquiry and the support provided</p>	62	60	<p>Voluntary organisations and members of the public can obtain information from many sources not just us.</p> <p>Most information is available on line so they do not need to contact us.</p>	<p>To ensure visibility, we routinely advertise our services on all Facebook pages.</p> <p>We also engage with the community by attending events like Aquafest and Soham Carnival.</p> <p>Recognizing the importance of a positive online</p>

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				experience, we have also revamped our website for improved efficiency. We will also look into a way to monitor visits etc.
<p>Provide advice and support to voluntary and community groups on a range of subjects including:</p> <ul style="list-style-type: none"> • Funding • Recruitment of volunteers • Setting up a group • Constitutions • Performance management <p>Provide details about what support was provided</p>	20	<p>15 in total</p> <ol style="list-style-type: none"> 1. Safeguarding policy 2. Funding assistance 3. Info re setting up a CIC or CIO 4. contacted by a group who needed help with obtaining funding and volunteers. 5. Assisted an organisation 	<p>Voluntary organisations are no longer solely reliant on us for information.</p> <p>With the majority of resources now accessible online, direct inquiries are less common.</p>	<p>To ensure visibility, we routinely advertise our services on all Facebook pages.</p> <p>We also engage with the community by attending events like Aquafest.</p> <p>Recognizing the importance of a positive online experience, we have also revamped our website for improved efficiency. We will also look into a way to monitor visits etc.</p> <p>We regularly contact our members either via a direct</p>

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Provide details of external funding brought into East Cambridgeshire as a result of assistance with funding bids		<p>with claiming gift aid.</p> <p>6. Assisted an organisation with their constitution</p> <p>7. Gave a talk at Littleport timebank</p> <p>8. Contacted by a group regarding emergency funding for central heating.</p> <p>9. Met with a group to help them decide on CIC or CIO options.</p> <p>10. Gave assistance to</p>		email or via the newsletter every month.

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		<p>a new charity with policies etc.</p> <p>11. Policy advice for POW charity</p> <p>12. As above for Needhams Charity</p> <p>13. 13 As above for hop Laney Fondation</p> <p>14. 14 Advice for new mental health charity set up</p> <p>15. 15 Advice on Privacy Statements to POW charity</p>		

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<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	<p>23 events attended</p> <p>Sit on 11 meetings to represent the sector</p> <p>We have undertaken research with many charities on their financial situation and viability discussing a strategy of representation to Government. This has included discussions with CCC, CCVS, Chamber of Commerce, ECBG members etc.</p> <p>2) Every event and engagement has</p>		

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		<p>resulted in additional information for our survey (see above). There now needs to be collaboration to put together a paper to highlight the plight of our small charities. This is a research led piece of work, working with a small team. This is WIP</p> <p>(3) Consulted with NHS volunteering and assisted with their survey.</p> <p>Assisted ARU with their volunteering study which was</p>		

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		circulated to our members		
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	Members survey and a report with the emerging issues for the voluntary sector and ourselves provided.	The Support Cambridgeshire survey 2025 has not been published yet. We use this information to see what training to provide and to see what issues there are for the sector throughout Cambridgeshire.	
Promote services available via website, social media, newsletter, attendance at local events and other	20 promotional activities	22		

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means of communication				

Increasing volunteering opportunities

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No of promotional activities undertaken to recruit new volunteers	10	10		
No of volunteers interviewed or signposted to a placements/ organisation	70	53	<p>Many will look at our website and go direct to the recruiter.</p> <p>Everything is on line these days which increases access to those unable to visit the office. Although we still offer this service for those that find accessing on line services difficult.</p>	<p>We work in partnership with Support Cambs and can use their Volunteer Cambs website. It has 145 members of the public have registered with an interest in East Cambs</p> <p>We re-vamped our own website to provide a more</p>

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			The inability of individuals being able to offer their time for free means fewer visits/ contacts to the office.	streamlined experience and it has volunteering opportunities too. We are unable to track numbers on our website at this moment in time. I will be looking into this as this would be beneficial. To ensure visibility, we routinely advertise our services on all Facebook pages. We also engage with the community by attending events like Aquafest.
Provide details of the number of volunteers assisted to obtain a placement	30	9	Lack of volunteers – This is a national, regional and local issue. Since COVID when so many volunteers removed themselves we have made a steady increase in building this back up with other organisations, eg CCVS.	I have also registered with the NHS volunteering website and have met with them to get the voluntary sector perspective with regards to volunteering and assisted them with a survey.

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			<p>This is WIP. The lack of a High Street presence does not help, but we could not afford the rent. The inability of individuals being able to offer their time for free means fewer visits to the office.</p> <p>We have replaced this with our social media strategy and many interactions are undertaken via signposting on line.</p> <p>This has also been highlighted in the VCAEC survey as one of the most common issues.</p> <p>Our purpose has adapted over the last decade to better serve a specific need. We are now here to assist individuals who require more face-to-face interaction, such as those who do not have</p>	

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			internet access or who lack confidence.	

Volunteering projects

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Social Car Scheme				
Number of volunteer driver hours Number of unique customers Give details of number of journeys and the purpose <ul style="list-style-type: none"> Medical 	4800 (400 hrs x 12 months)	Total: 4,534 hours 3693 trips: Medical 2,576 Shopping: 136 Social: 485 Other: 496 445 unique clients	We do not have enough volunteers to meet the increasing need, despite a systematic marketing appeal. We continue to pursue this. The inability of individuals being able to offer their time for free means fewer volunteers.	Met with Three Rivers car scheme and as a result of this meeting they attended the eyes and ears training. They often refer clients to us. To ensure visibility, we routinely advertise our services on all Facebook pages. We also engage with the community by attending

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<ul style="list-style-type: none"> • Shopping • Social • Other 				<p>events like Aquafest and Soham Carnival.</p> <p>Recognizing the importance of a positive online experience, we have also revamped our website for improved efficiency.</p>
Volunteer Gardening Scheme				
Volunteer hours worked	2880	2293	<p>We do not have enough volunteers to meet our needs, despite advertising widely.</p> <p>This is a nationwide issue.</p> <p>The inability of individuals being able to offer their time for free means fewer volunteers.</p>	<p>To ensure visibility, we routinely advertise our services on all Facebook pages.</p> <p>We also engage with the community by attending events like Aquafest and Soham Carnival.</p> <p>Recognizing the importance of a positive online experience, we have also revamped our website for improved efficiency.</p>

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Number of unique customers	New measure	90		
Other VCAEC services				
Number of volunteer hours worked including office administration, finance and trustees	1300	980	<p>We do not have enough volunteer hours (especially since one of our car desk administrators is now paid), to meet these targets.</p> <p>We are also finding the recruitment of Trustees difficult.</p> <p>The inability of individuals being able to offer their time for free means fewer volunteers.</p>	<p>To ensure visibility, we routinely advertise our services on all Facebook pages.</p> <p>We also engage with the community by attending events like Aquafest and Soham Carnival.</p>
Provide a minimum in kind volunteer contribution for the benefit of East Cambs residents	£126,169	£109,687 Car scheme 4,534hrs x £14.05 = £63,704 Gardening 2,293hrs x £14.05 = £32,216		

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Give breakdown across volunteer areas and details of how this is calculated		Office 980hrs x £14.05 = £13,769 Total = £109,687		

Member satisfaction

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance (and efforts made to achieve target)
All member organisations to be surveyed annually	Provide ECDC with results of annual member satisfaction survey	Provided Main issues funding and recruitment of volunteers.	
Number of complaints against the service	Provide the Council with details of any formal complaints	None	
Number of VCAEC	Provide ECDC with number of	111 current members	

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member organisations	VCAEC member organisations		

Reporting and accounts

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance (and efforts made to achieve target)
AGM	Invite sent to ECDC	Completed	
Report and accounts	Provide annual report and accounts to ECDC	Completed	

Methods of engagement

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance (and efforts made to achieve target)
The core service shall be available:	N/A	Agreed	

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<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</p> <p><i>By face-to-face appointments for general help:</i> Monday-Friday 09:00am to 14:00</p> <p><i>For all enquiries relating to volunteering:</i></p>			

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