

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	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	1	VCAEC had to cancel 3 other courses offered due to unviable numbers despite there being initial demand and the courses being requested through surveys then widely advertised.	
<p>Respond to general community and voluntary sector enquiries</p> <p>Provide details regarding the nature</p>	62	31	<p>33</p> <p>Information requests, help requests, advice on funding, governance and volunteers, grant support</p>		

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of the enquiry and the support provided					
<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	10	<p>9</p> <p>Funding assistance, advertising volunteer roles, provide funding information and support bids, general assistance and information, safeguarding information</p>		

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Provide details of external funding brought into East Cambridgeshire as a result of assistance with funding bids			£90,300 that VCAEC can document. VCAEC will not necessarily receive information when organisations are successful in putting in bids. despite requesting this information		
To have an impact on the development of local and national volunteer and community group policies by development of research and campaigning work.	6 activities	3	16 Meetings attended on behalf of the voluntary sector. 2 CSP meetings Work in Progress – following research this		

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Undertake activities to inform or influence policy impacting the sector via responding to consultations, attending events etc.			Should be available in Spring 2026.		
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	Provide 1 report per annum to ECDC	N/A	<p>This should be available in Spring 2026.</p> <p>Using desk research and primary research, including a membership survey and case studies on economic and social impact on charities</p>		

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and the promotion of action to meet them.					
Promote services available via website, social media, newsletter, attendance at local events and other means of communication	20 promotional activities	10	11 Attended Soham Carnival, Haddenham Beer Festival, Aquafest Facebook Website Handing out leaflets and talking to people at events. 5 business events		

Increasing volunteering opportunities

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No of promotional activities undertaken to recruit new volunteers	10	5	11 Attended Soham Carnival Haddenham Beer Festival Aquafest Facebook Website Handing out leaflets and talking to people at events 5 business events		

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No of volunteers interviewed or signposted to a placements/ organisation	70	35	54		
Provide details of the number of volunteers assisted to obtain a placement	30	15	32		

Volunteering projects

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Social Car Scheme					

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<p>Number of volunteer driver hours</p> <p>Number of unique customers</p> <p>Give details of number of journeys and the purpose</p> <ul style="list-style-type: none"> • Medical • Shopping • Social • Other 	4,800 (400 hrs x 12 months)	2,400	<p>2,231 volunteer driver hours</p> <p>309 unique customers</p> <p>2,265 journeys</p> <p>Medical = 1,518 Shopping = 70 Social = 589 Other = 56</p>	<p>Demand remains high for the car scheme and we are actively trying to recruit more drivers through marketing and word of mouth, but it requires people who are available during the day who have a car and are keen to do this very personal one to one service. We suffer from short term driving cancellations often when hospital appointments are cancelled. We then have a driver standing by who is now unable to do a drive for someone else and this journey is lost. We are identifying a different demand for more short journeys from the villages as the Princess of Wales Diagnostic Centre increases its services. Long journeys to the hospitals may reduce</p>	

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				as more diagnosis is done locally. This is excellent for our local residents but may increase the number of trips required but with reduced mileage and hours. We anticipate this short journey demand to increase and are advertising for drivers who might prefer to do short journeys rather than the almost all day drives taking people to hospitals at Cambridge and Huntingdon etc.	
Volunteer Gardening Scheme					
Volunteer hours worked	2,880	1,440	1,623		
Number of unique customers	New measure	N/A	102		

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Other VCAEC services					
Number of volunteer hours worked including office administration, finance and trustees	1,300	650	462	<p>We are losing 12 hours of volunteering a week as one of our admin staff is now paid.</p> <p>We have undertaken a further investigation into all these hours and advice has identified that we have understated this consistently over the course of the SLA. VCAEC is a member Partner of the Community Safety Partnership as part of our work and the Chair of this is the volunteer Chair of Trustees at VCAEC. The number of volunteers hours that the Chair of the CSP has undertaken to support the CSP from her role with VCAEC has never been documented but it is really considerable, including</p>	

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				attending the CSP meetings undertaking the minutes, attending the Delivery Group, writing reports for ECDC, attending committee meetings, regular (often daily) emails, regular meetings with CSP staff, attending other Board meetings, eg Integrated Neighbourhood Partnership, meeting residents. It would not be possible to calculate these hours but would over the years have exceeded the targets set for previous years and is likely to be the same for this current year.	
Provide a minimum in kind volunteer contribution for the benefit of	£126,169		£103,590	We have undertaken a further investigation into all these hours and advice has identified that we have understated this consistently over the	

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<p>East Cambs residents</p> <p>Give breakdown across volunteer areas and details of how this is calculated</p>				<p>course of the SLA. VCAEC is a member Partner of the Community Safety Partnership as part of our work and the Chair of this is the volunteer Chair of Trustees at VCAEC. The number of volunteers hours that the Chair of the CSP has undertaken to support the CSP from her role with VCAEC has never been documented but it is really considerable, including attending the CSP meetings undertaking the minutes, attending the Delivery Group, writing reports for ECDC, attending committee meetings, regular (often daily) emails, regular meetings with CSP staff, attending other Board meetings, eg Integrated Neighbourhood Partnership, meeting</p>	

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				residents. It would not be possible to calculate these hours but would over the years have exceeded the targets set for previous years and is likely to be the same for this current year.	

Member satisfaction

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All member organisations to be surveyed annually	Provide ECDC with results of annual member satisfaction survey	N/A	Due to be sent out in January 2026		

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Number of complaints against the service	Provide the Council with details of any formal complaints	N/A	3 All followed VCAEC's policy for formal complaints and were referred to the Board of Trustees.		
Number of VCAEC member organisations	Provide ECDC with number of VCAEC member organisations	N/A	111		

Reporting and accounts

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AGM	Invite sent to ECDC	ECDC to be invited	Invited		
Report and accounts	Provide annual report and accounts to ECDC	To be provided			

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</p>	N/A	N/A	Agree		

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