



CS Strategy 2022-2026 Monitoring

Period: Quarter 4, January - March 2024



Community
Southwark

Objective 1: Enable a more impactful, collaborative and sustainable VCS

Outcome: By 2026 we will ensure that Southwark’s VCS has greater organisational skills and knowledge to maximise their impact, along with the necessary resources and volunteers. The sector will better work together, share expertise, and achieve collective objectives.

Volunteering

We held our first Volunteering Fair since Covid on 1st March at Mercato Metropolitano, supporting 33 organisations to find volunteers living, working and studying locally. 100% of groups feeding back said they found the event useful and would be likely to attend again.

“I love Community Southwark, without them we wouldn’t be here today.” Neurodiversity Family Hub

“It was great, there were many opportunities for me to choose from. I will be volunteering.” Potential volunteer.

Output 1: More volunteers for the sector

Output 2: More volunteering opportunities

Output 3: Support the VCS to develop, recruit and retain volunteering roles

Output 4: Facilitate collaboration to share good practice

Output 5: More business volunteering, pro bono support and resources for the VCS

Output 6: Celebrate volunteering

Output	Indicator	Annual Target	Q1	Q2	Q3	Q4	Total
1	New volunteers	600	83	105	112	104	404
1	of which given a one-to-one appointment	250	35	50	39	40	164
1	Check ins with active volunteers	40	7	5	8	0	20
2	Roles at any one time	100	178	223	189	188	778
3	121 support for VCS groups	40	8	9	5	6	28



4	Volunteering Network	4	1	0	1 Network (19 attendees)	1 Network	3
5	Corporate challenges and relationships	40 Teams, 10 Skills, 25 new relationships, 2 events	10 Teams (291 vols), 2 Skills	9 Teams (312 vols), 8 new relationships	5 Teams (114 vols), 3 Skills (17 vols), 7 new relationships, 3 events	4 Teams (64 volunteers); 10 New relationships	28 Teams, 5 skills, 25 new relationships, 3 events
6	Events and comms	Southwark Stars	135 attendees more info	3 volunteer celebration case studies	Trustees' week profile, 2 volunteer celebration case studies		

Casework, Training and Events

Output 7: Deliver one-to-one casework advice sessions

Output 8: Deliver Southwark specific training workshops (based on annual survey needs) and signpost to general training

Output 10: Facilitate collaboration with in-person events

Output 13: Improve impact and evaluation measurement in the sector

Output	Indicator	Annual Target	Q1	Q2	Q3	Q4	Total
7	Completed 121 advice sessions	220	27	44	51	11	133
7	Casework themes	% categorised (may be >100% if more than one theme per case)	Funding 58%, Finance Management 19%, CIC 19% Governance 15%, Premises 7%	Funding 53%, Governance 28%, Premises 19%	Funding 21%, Governance 15%, Premises 15%	Fundraising 54%, Governance 36%, Start up 9%	Funding 42%, Governance 21%, Premises 13%

8	Training sessions	4 with 80% positive feedback	2: Funder Q&A with Easyfundraising, Governance workshop	3: Cost of Living funding x 2 Governance (July)	5: Premises Q&A, 3 Funder Q&As, Merchant Taylors workshop	4: Funder Q&A, Succession planning, Action planning workshop, Legal Structures workshop	14
10	Events	4 with 80% positive feedback	2: State of the Sector launch (April), Southwark Funding Conference (May)	2: SE16 Networking (July),	2: SE15 Networking (Oct), Cost of Living celebration (Dec)	2: Meet the Funders Conference, REACH event	8
13	Make your Mark Programme	3 cohorts (10 groups and 5 sessions in each) with 80% positive feedback	4 workshops reaching 13 different organisations. Average satisfaction score: 92%	4 workshops reaching 10 organisations. Average satisfaction: 93%	5 workshops reaching 12 organisations. 93% satisfaction	3 workshops reaching 11 organisations, 96% satisfaction.	16 workshops
13	Member wide evaluation and impact support	30 121 support sessions and 6 training sessions	1 training session (90% satisfaction), 8 121 support sessions.	3 training sessions, 16 orgs reached (93% satisfaction for one, 85% for the other two). 8 121 support sessions.	1 training sessions (9 orgs reached, 100% satisfaction), 15 1-2-1 support sessions.	1 training session (16 orgs reached, 100% satisfaction), 11 1-2-1 support sessions. 1 project evaluation.	42
8	Safeguarding network	4	1	1	1	1	4

Q4 Events Case Study: Meet the Funder

March saw our Annual Funders Conference, with a grass roots groups theme. It was held in partnership with Southwark Charities, and Draper Together at their space at the Elephant and Castle and had a Grass Roots groups theme, supporting smaller volunteer-led groups to make connections with nine local and national funders, including Children-in-Need, and the Council.

<https://communitysouthwark.org/meet-the-funders-event-update/>

“It was a great opportunity to speak with groups, many of whom didn’t think our funding was for them so hopefully speaking to us will encourage them to apply. Thank you to you and the CS team as well for a great, well organised event.” *Samantha Gardiner, National Lottery*

“Absolutely brilliant. I’m new to this and I’ve met with many interesting people, it’s really great.”
Julia Barbour, St. John’s, Larcom Street

“Thank you for inviting BWFLTA to Meet the Funder it was exceptional.”
Estelle Biyiha, Black Women in Law, Finance, Technology, and Allies Charity

Q4 Casework Case Study: Exam Star

This is a relatively new CIC which is seeking to increase its income generating capacity. Discussions have centred around measuring impact, ensuring quality control, differentiating the organisation’s offer from statutory educational support. Providing research information along with a case study of a successful out of school hours study support provider has helped them to begin reimagining the delivery model and review the current business plan, embedding understanding of how the business planning process can support growth and sustainability.

Q4 Casework Case Study

This group has been a charity since the 1980s and changed to a charitable company about 10 years ago. They were unsure about how to carry out charity business as one of their trustees is unwell and they are unable to make quorum at meetings. We reviewed their governing documents and confirmed that they could appoint someone as a proxy for that trustee to carry out immediate business while they recruit new Trustees. As a result, they have been able to continue to operate and are grateful for our support.

Q4 Training Case Study

The 1st Make Your Mark (MYM) cohort of 2024 took place in Q4. Feedback has been positive: no workshop has received less than 95% satisfaction with an overall average of 96%. Comments include: “Excellent, well-planned training. We really appreciate this. I had thought it would be covering old ground, but instead these sessions are proving invaluable and solidify our learning.” 1-2-1 support has continued to attract members (11 appointments in Q4). In line with 2023, there is an increasing focus on funding application support. Interest in these sessions was generated from the Awards For All workshop in January, which also received positive feedback: all participants found it “useful” and “easy to follow/understand.”



Community Southwark helped Southwark Travellers Action Group (STAG) to produce a report of their Voter ID awareness campaign for the Greater London Authority. STAG commented, “It looks amazing, even better than I thought it would be - and I expected it to be good.”

Funding and Communications

Output 9: Secure funding into the Southwark VCS

Output 11: Share news, jobs and impact across the VCS through communications channels

In Q4 our Communication Strategy has been completed. The strategy and Implementation Plan cover the next 2 years. The first changes to our comms channels will be implemented in the first 6 months of 2024/2025 and their impact visible later in the year.

Output 12: To engage with the VCS proactively, to offer support

Output	Indicator	Annual Target	Q1	Q2	Q3	Q4	Total
9	Funding	£200k per year	£36,100	£99,900	£192,408	£54,950	£383,358
11	Communications	Open rate >25% on monthly e-bulletins	Average open rate this quarter 32%.	Average open rate 35%	Average open rate 31%	Average open rate 32%.	
12	Outreach visits	80	30 visits/meetings 500 emails; 200 phone calls	14 visits/meetings; 250 emails; 50 phone calls	10 visits/meetings; 250 emails; 100 phone calls	29 visits/meetings; 100 emails	83
12	Membership	1,000	Last year 25 applications per quarter	50 applications/quarter, 1,014 members	1030 members	1042 members	1042

Objective 2: Support the creation of a more inclusive, diverse and equal Southwark

Outcome

By 2026 we aim to reduce inequality through stronger and more effective organisations supporting Black and other minoritised communities, a volunteer sector that reflects the diversity of the local population and a VCS that celebrates and promotes diversity.

Volunteering

Output 14: More volunteers from diverse backgrounds

Output 15: Deliver targeted volunteering support for BAME led groups

Output 16: Introduce Community Southwark work experience placements

Output	Indicator	Annual Target	Q1	Q2	Q3	Q4
14	% of volunteers from diverse backgrounds and diverse trustee boards trial	50%	BAME: 64.1% Under 30: 43.6% Disabled: 7.46% Unemployed: 24%	BAME: 53.12% Under 30: 48.80% Disabled: 9.25 Unemployed: 23.6%	BAME: 50.82% Under 30: 36.14% Disabled, chronically ill or long term health condition: 12.7% Unemployed: 20.4%	BAME: 49% Under 30: 44.2% Disabled, chronically ill or long term health condition: 11.3% Unemployed: 33.3%
15	% of 121 volunteering support to BAME led groups	50%	50%	66%	41% BAME led organisations at business brunch given bespoke CSR training. 20% BAME led given 121 support	66%
16	Placements	2	0	2		1

Casework, Events and Training

Output 17: Deliver bespoke one to one casework advice sessions

Output 18: Deliver targeted training or workshops for BAME led groups

Output 21: Offer targeted impact and evaluation support to BAME led groups

Output	Indicator	Annual Target	Q1	Q2	Q3	Q4
17	% of casework delivered for BAME led groups	50%	80%	73%	66%	90%
18	Targeted training sessions for BAME led groups	6 per year with 80% positive feedback	1: Governance training on 21 st June for 12 BAME led groups	1: Governance (online)	2: Vision and Mission workshop 6/10/2023 Legal Structure workshop 22/11/2023	2
21	% of groups given evaluation and impact support (Make your Mark)	50%	53%	50%	50%	63%

BAME-Led Networks and Projects

Output 19: Facilitate networks for BAME led groups

Output 20: Advocate for BAME led groups

Output	Indicator	Annual Target	Q1	Q2	Q3	Q4
19	Facilitate REACH and Latin American networks	4 meetings per year with at least 8 attendees	1 Latin American Meeting with 7 organisations attending focused on Latin American Cultural Centre	1 Latin American network meeting held 7 organisations attending, strategic away day and report back from Place & Space group	2 Latin American Network Meetings (6 and 7 attendees) 1 REACH meeting (37 attendees)	2 Latin American Network Meetings (8 and 9 members attend each meeting) 1 REACH meeting (28 attendees)
20	Formal representations (e.g. consultations, research paper, event with decision makers)	4 per year	- Advocacy for a more diversity in Dementia Alliance networks - Secured BAME led group representation on Windrush Grants Panel and Black History Month Grants Panel	- Reps on behalf of BAME community at Southwark Planning Network meeting - Progressed VCS Remuneration project with the council, setting up focus groups with BAME-led groups	- REACH meeting with ICS decision makers on 28th Nov - Further remuneration meetings	REACH follow up meeting with ICS and NHS decision makers on 24 th March - 1 Further remuneration meeting with community leaders.

Q4 Case Study: REACH Network Health Inequalities Event 24th March 2024

Follow up from event focused on

- **Voices from the community:** Heard from 2 BAME Community leaders on their inspiring project work tackling health inequalities in their community. Both projects addressing health and social care issues.
- **Decision Making Pledges:** 2 of 4 met and 2 still in progress
- **Co-designing a 12-month work plan:**
BAME Leaders facilitate small group discussions responding to two questions A) What Can We Do Together to Address Health Inequalities? b) Q2 How does The BAME Led community Sector want to work with The NHS & Local Authority to ensure that the ICS VCS Charter is successful? 8 priority asks developed by BAME community leaders at last event in November, 4 asks agreed each question. Groups asked to prioritise all the 'asks', making that sure that they consider why each of the asks are important.

Asks are ranked in order of priority, 1 meaning the highest priority to start and 4 being the priority. Top 2 asks totalling 4 asks from each conversation taken forward to next part of the event.

- BAME leaders facilitate activity where other leaders begin developing a 12-month action plan of how priority asks will be implemented.
- 1st draft of 12- month work plan produced by BAME leaders
- Follow up event to develop asks

Objective 3: Increase the sector's ability to influence change no matter the size or background of an organisation or individual.

Outcome

By 2026 the Voluntary and Community Sector, and wider Southwark community, will have more understanding and opportunity to be involved in decision making, with clear pathways to individually and collectively influence public bodies and relevant stakeholders, regardless of size and type of organisation.

Networks

Output 22: Facilitate member led networks and build connections with decision makers and others to effect change

Output 23: Support the sector with formal representations (e.g. policy consultation responses, event with decision makers, research paper)

Indicator	Annual Target	Q1	Q2	Q3	Q4
Children, Families and Young People Network	4 meetings	25 attendees, heard from Voiceability, Youth Services, and SEND short breaks	24 attendees, Southwark Youth and Play Service re Youth Forum. Discussion re funding	23 attended. Discussion re Winter support.	14 attended. Heard from Charterhouse-in-Southwark re funding, and Alex Wells re premises project

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Older People Network	4 meetings	8 attendees	58 attendees, Funding Surgery	19 attendees, Discussed N/hoods and Growth Southwark, New Southwark Pensioners' Centre and update from SPAG.	24 attended. Theme of support for lonely older people. Dr Alice Fletcher-Etherington, Public Health Policy Officer and team Gay Palmer, SPLW Team Lead, and Ross Diamond CEO Age UK
Metal Health Network	4 meetings	13 attendees, heard about Southwark 2030	1 st – 19 attendees, Crowdfunding. 2 nd – 19 attendees re new Swk Forum	27 attendees, P Swk re ICS restructure	16 attended. Avi Kay, Safeguarding policy. MHFA suicide prevention Southwark Council's Training provider. Alex Wells re premises project
Disability Providers Network	4 meetings		1 st -15 attendees, Voiceability and Disabilities Hub Procurement 2 nd – 13 attendees, SIA re school exclusions	23 attendees, procurement	10 attended. Social Prescribing, Terms of Reference (Private providers). Subgroup for deputations to council. Regular peer training. Alex Wells re premises project
Grass Roots Network	TBD				Grassroots Working Group meetings to co-produce a system of support. 05/03/2024 open meeting 27 attended. 18/03/2024 13 attended
Southwark Voice	4 meetings	13 attendees, discussed grass roots groups	14 attendees, Cllr Cryan, Cabinet Member for Communities and Finance re SOS recs		Jan meeting - 14 attendees, Sos updates. March meeting – 12 attendees, commissioning discussion with council and NHS

Output 24: Use State of the Sector research to effect change

Q1

- Report [launch](#)
- First Funding Working Group
- Joined Land Commission

Q2

- Funding Differently reflection session (28th Sept) about first round of £55,000
- Premises Working Group and match funding agreed for new Premises and Policy Officer
- meetings with council and NHS re VCS Strategy

Q3

- Second round of £50,000 Funding Differently launched
- Second Funding Working Group, continuing to influence funder strategies such as Impact on Urban Health and City Bridge Foundation
- Met with Public Health about barriers to grants and contracts
- Planning for new Premises and Policy Officer role
- Meeting about Premises role with council and United St Saviours – 16th November 2023

Q4

- Funding differently - 2nd round of funds distributed - £50,000 (10 grants of £5,000)
- £200,000 secured for funding differently in 24/25. There are also additional funds for VCS engagement in the process.
- Premises Officer started in post in January 2024. A premises survey has been launched to gather data on demand and supply. Steering group meeting with council and United St Saviours took place in February 2024.
- Presented on Funding differently at the Southwark Funders Forum, Council Commissioning Officers meeting, Southwark Voice and Wakefield and Tetley Trust trustee meeting.
- Met with funders to discuss the 6 principles for funders as per the State of the Sector report – Children in Need, Wakefield and Tetley Trust, City Bridge Foundation, Newcomen Collet and Charterhouse Southwark. 4 have now joined the funding working group.
- 5 Meetings with council officers and NHS for advice with their funding processes

Output 25: Represent the VCS with decision makers

	Q1	Q2	Q3	Q4	Total
Community Southwark members (CEO visits)	14	24	25	16	79
London CVS Network		2	2	2	6
Health and Wellbeing Board		1	1		2
Partnership Southwark/ ICS	8	7	17	9	41
Council (including Ch Exec, Cabinet Members, Commissioning group, 121s, Land Commission)	34	16	19	21	90
Funders (on behalf of the sector)	13	8	10	11	42