



## Community Southwark Monitoring

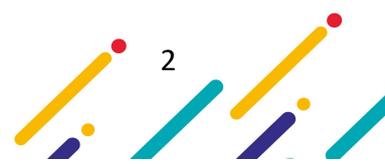
### Long Term Objectives

Q4, 2021/22

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## Foreword from the Director

This document reflects the long-term objectives, outcomes and outputs of our 2020-2022 strategy which cover three broad areas:

- VCS Support and Representation
- Volunteering and Social Action Support
- VCS Communications

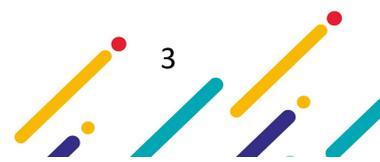
This work, unless otherwise specified in this document, is supported by the Southwark Council through their contract with us for Council of Voluntary Services. This report serves as our monitoring report with the Council and is also shared with our members via Community Southwark website in order to demonstrate how we are progressing in meeting our long-term strategic aims and objectives.

### VCS Support and VCS Representation

The VCS Grants Review to which we and a number of our member organisations have contributed, resulted in a number of recommendations that were approved by the Southwark Council cabinet in February 2022. Further information is under <https://www.communitysouthwark.org/News/southwark-council-vcs-grants-review>

The Funders Fair, retitled Southwark Funding Conference, was held online on 9<sup>th</sup> March 2022, featuring 4 sessions, 5 different funders, 3 grantees and reports from 2 external reviewers. 102 free places were booked via Eventbrite, with attendance hovering steady between 50-60 attendees during all 4 sessions. All sessions were recorded, and they have been made available online alongside the slide-decks and associated reports: <https://www.communitysouthwark.org/southwark-funding-conference-2022-recordings-and-resources> Feedback was very positive from both attendees and speakers, and we will look to replicate this format in other years.

Take up of our organisation support appointments is growing and we are starting to offer sessions in person, to book please visit <https://www.communitysouthwark.org/organisational-support>



We also re-organised some elements of the website and brought information about funding from Southwark Council to the fore, with an updated page around available grants and procurement information: <https://www.communitysouthwark.org/southwark-council-funding>

As always a number of regular network meetings have taken place, if you are interested in joining any of the networks please visit <https://www.communitysouthwark.org/individuals-membership-form-or-ebulletins-and-networks-signup>

### **Volunteering and Social Action Support**

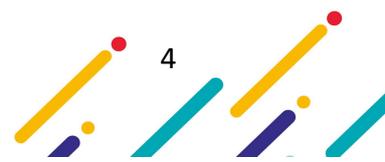
We have produced a new volunteering leaflet and have started a number of outreach activities in order to increase both the number of volunteering roles and the number of those local residents who volunteer. The volunteering database have undergone further changes and improvement in order to make it easier for anyone interested in volunteering to find the role most suitable to them. Please check it out under: <https://www.communitysouthwark.org/Pages/Category/alt-volunteer-listing-page>

We held the Community Action Network event on the 9<sup>th</sup> of February 2022 which was a workshop giving residents advice on how to influence the candidates in the upcoming local elections. We had about 62 people sign up on Eventbrite and a turnout of 40 people and 8 who joined via a live stream. We had 31 new sign ups as we have increased the total of CAN subscribers from 1010 to 1041. The Southwark CAN event was also promoted in [Southwark News](#). We had very positive feedback from the attendees in the about the event with everyone saying they enjoyed it and that they learned about how to get their voice heard during the local elections.

A number of social action campaigns have been shared via social media and <https://www.communitysouthwark.org/Pages/News/Category/southwark-can-homepage>  
An important resource for local social activists looking to support Ukraininan refugees has been published and is available under <https://www.communitysouthwark.org/News/russias-war-against-ukraine>

### **VCS Communications**

Our annual membership survey was conducted in February 2022 with a record number of 140 organisations taking part. The key highlights include:



- 80% satisfaction from our services amongst the ethnic minority led VCS
- 83% of participants reporting that they feel more strongly linked with the local VCS thanks to our communication channels (social media, website, ebulletins)
- 87% of participants agreeing or strongly agreeing that Community Southwark provides good quality support and services

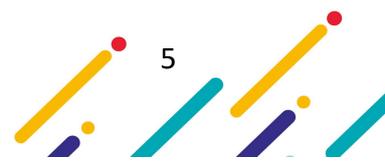
We are aiming to share full results in May 2022. Further information is under <https://www.communitysouthwark.org/News/community-southwark-annual-survey-20212022>

We are here to help you. If you have any suggestions, please get in touch via [info@communitysouthwark.org](mailto:info@communitysouthwark.org)

Krzysztof Mikata-Pralat

Director

22<sup>nd</sup> April 2022



## 1. Objective One:

### Facilitate and co-ordinate supportive, non-competitive, outcomes-focused co-operation and collaboration.

Outcome One:

Increased voice and influence of VCS to help shape policy formulation.

#### 1.1.1. Output One

Represent VCS (including underrepresented groups) at Partnership Southwark.

	Annual target	Actual this quarter	So far this year
Number of meetings attended	4	3	7

We continue to represent the sector on the Partnership Southwark Strategic Board Steering Group, as the local system prepares to transform into South-East London ICS (Integrated Care System). It has now been announced that this change will be postponed from 1<sup>st</sup> April 2022 to 1<sup>st</sup> July 2022.

We started discussions with colleagues across other councils for voluntary services in South-East London in regards to representing local VCS at South East London ICS, including setting up a VCS Steering Group and recruiting a dedicated VCS Director. In addition, we promoted awareness raising workshops with the sector in Q4. Further information is under <https://www.communitysouthwark.org/News/the-creation-of-south-east-london-ics> and <https://www.communitysouthwark.org/News/south-east-london-ics-webinars-for-the-vcs>



### 1.1.2. Output Two

Ensure via VCS Liaison that the VCS Strategy: Common Purpose, Common Cause is implemented.

	Annual target	Actual this quarter	So far this year
Number of meetings attended	4	1	4

Please see the information below, in particular under Outputs Three and Twelve.

### 1.1.3. Output Three

Formulate policy standpoints via Southwark Voice including those affecting underrepresented groups (e.g., ethnic minority groups; LGBTQ+)

	Annual target	Actual this quarter	So far this year
Number of meetings attended	4	1	4

We continued with quarterly meetings of Southwark Voice – additional information and minutes are available under <https://www.communitysouthwark.org/southwark-voice>. During a Southwark Voice meeting in March 2022, representatives from all the four political parties standing at the May 2022 local elections were invited to respond to our local VCS asks. The four ‘asks’ can be found here: <https://www.communitysouthwark.org/News/southwark-vcs-asks-of-local-parties-ahead-of-2022-local-elections>, and are centred on Accountability and Engagement, Equalities and Race, Funding, Premises and creation of a Latin American Community Centre in Southwark.

The current issues highlighted by Southwark Voice at the VCS liaison include:

Oct 2020 meeting	<b>Consultations:</b> the process around consultations (timescales, periods in which consultations are conducted, low awareness of them, questions being too wide) could and should be improved.	Outstanding. The council responded that the cabinet agreed on an <a href="#">Approach to Community Engagement</a> . It does not seem that this always followed, or is even known amongst council officers. A basic checklist for officers might be a better solution and the Council confirmed that such a checklist
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Jun 2021 meeting	<p>Concern about VCS not being involved in consultations now that the local authority and Southeast London CCG are working more closely together and that CCG colleagues might not be aware of the importance of involving VCS (e.g. Mental Health strategy)</p> <p>Or that one organisation is being pulled in at the last moment to 'speak for the sector'</p>	<p>would be added to the Consultation Toolkit which is being produced.</p> <p>It was confirmed at the VCS Liaison in June 2021 that 'engagement' would be one of the three focus areas of the VCS Strategy Review.</p>
Dec 2020 Meeting	<p><b>Procurement:</b> Understanding around procurement was needed – there are larger organisations interested in moving from grant to contract funding. There is a need for parity for small ethnic minority-led groups. Better information on forwarding planning on procurement is needed. Experiences of a number of VCS organisations involved in previous procurement exercises were negative as demonstrated via our <a href="#">Disability Hub Procurement Reports</a></p>	<p>Outstanding. The council responded that the information about forthcoming procurement is available under <a href="#">Commissioning Forward Plan</a> and that issues concerning ethnic minority-led groups will be considered as part of a Grants Review conducted in 2021.</p> <p>There is still a large issue around remaining around procurement processes that are clear and involve local voluntary community sector.</p> <p>At the VCS Liaison in June 2021, it was agreed that the council would work with the Southwark VCS around a more accessible way of presenting information on the procurement process and how local VCS can be more involved in it.</p>
Jun 2021 meeting	<p>Concern about the level of expertise required of VCS to manage contracts. While the sector is not amateur by any means it also cannot be expected to be experts (very few Community Southwark members would have the resources to manage complex contracts)</p>	
Mar 2021	<p><b>Commitment to localism in commissioning:</b> we asked for the council to sign up for the <a href="#">Keep It Local Initiative</a>. Too often it might seem easier to commission a larger national organisation to deliver local services. This is not only detrimental to the smaller local VCS, which is unable to compete at the same level but also to residents who are better served by their local organisations.</p>	<p>Outstanding. The council responded that it is already commissioning local organisations. At the VCS Liaison in June 2021, we were informed that the council was waiting for the EU public contract regulations, currently still in place in line with the transition agreements, to be lifted, so that they can procure more locally. Local groups were also encouraged to make themselves known to commissioners and we asked for their details to be made public via a VCS Procurement Factsheet.</p>
Dec 2020 meeting	<p><b>Premises:</b></p>	<p>Outstanding. The council responded that this will be a priority action of the refreshed VCS</p>

Mar 2021	<p>need for clarity on access to council premises – it was felt there was an element of inequality. A one-page document on how to hire space in community centres or schools was needed as well as how to challenge decisions when this is declined.</p> <p><b><u>Use of decommissioned school buildings for VCS</u></b>  it is our understanding that some schools may close down due to the falling demand. If this was to be the case, we asked that some of the school buildings are made available for use by local communities and their organisations. Issues of lack of affordable space have been raised in the past and this seems like an opportunity to address them.</p>	<p>Strategy and that it will organise a Premises Board to address these issues.</p> <p>Outstanding. The council responded that they were unable to comment on any potential school closures. However, the request was more around a general commitment on how the council would deal when faced with an empty school building and that question remains unanswered.</p>
Dec 2020 Meeting	<p><b><u>Funding for small groups, including ethnic minority-led, to take part in council meetings</u></b></p>	<p>The VCS Grants Review resulted in an additional £200k being allocated to the ethnic minority groups: <a href="#">10th Feb 2022 News Update</a></p> <p>Further work on support beyond this one of funding is to be determined.</p>

<p><b>1.1.4. Output Four</b></p> <p>Represent VCS (including underrepresented groups) at the Health and Wellbeing Board</p>			
	Annual target	Actual this quarter	So far this year
Number of meetings attended	4	2	6

In addition to regular Health and Wellbeing Board (HWB) meetings, we also attended the HWB Vaccination Oversight Group meetings and the HWB Development meetings discussing the future plans for the HWB. Current agenda, affecting the VCS, concerns the health inequalities framework action plan and the Joint Strategic Needs Assessment. We anticipate facilitating a more in depth discussion on those with the VCS over the coming quarters.

### 1.1.5. Output Five

Represent VCS (including underrepresented groups) at Southwark Community Support Alliance.

	Annual target	Actual this quarter	So far this year
Number of meetings attended	12	2	8

Together with a number of other local VCS groups we took part in the Connected at Christmas Campaign, creating for the first-time dashboards to:

- Allow local organisations to promote their events and residents to find out about them  
<https://www.communitysouthwark.org/News/your-events-and-support-this-christmas-2021>
- Allow local organisations to fundraise for their work  
<https://www.communitysouthwark.org/News/connected-at-christmas-fund>

We expect to build on this work in the future.

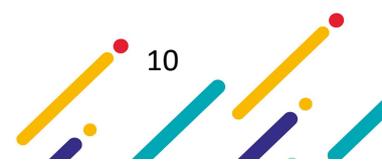
We also worked with partners, as part of the Southwark Community Support Alliance, in the discussions and promotions of the Southwark Energy Support Scheme  
<https://www.communitysouthwark.org/News/southwark-energy-support-scheme>

### 1.1.6. Output Six

Represent VCS (including underrepresented groups) at Local Access Partnership

	Annual target	Actual this quarter	So far this year
Number of meetings attended	3	0	0

No meetings took place this quarter. A subsection of our website devoted to the work of the Local Access Partnership is accessible via <https://www.communitysouthwark.org/local-access-partnership>



### 1.1.7. Output Seven

Represent VCS (including underrepresented groups) at ad-hoc meetings and forums.

	Annual target	Actual this quarter	So far this year
Number of meetings attended	1-2	15	24

We took part in the discussion on:

- Public Health Southwark Grants Review
- VCS Grants Review
- Southwark Digital Directory of Services Project
- Community Power
- VCS Property Board
- Southwark Anchor Networks
- Commissioners meetings
- Council Community Engagement

Updates on this and our other work continues to be shared via our e-bulletins

<https://www.communitysouthwark.org/ebulletins>

### 1.1.8. Output Eight

Represent VCS (including underrepresented groups) at Safeguarding meetings

	Annual target	Actual this quarter	So far this year
Number of meetings attended	12	1	9

The Safeguarding Leaders Network was brought together on the 17<sup>th</sup> February 2022 with new staff member taking over as facilitator for the first time. The network also has a new Chair, and has been expanded with new members and new channels of communication. Dates have been set for the rest of 2022, and meetings will continue regularly as before.



### 1.1.9. Output Nine

Represent VCS (including underrepresented groups) at Commissioning Officers Group

	Annual target	Actual this quarter	So far this year
Number of meetings attended	12	1	4

In Q3 VCS Support Manager attended 1 Commissioning Officer meeting. The second meeting was rescheduled, which meant the VCS Support Manager was not available to attend but feedback by email was provided. There were 2 key topics; firstly the discussion on setting funding aside for BAME led groups to tackle access to funding barriers, and the second was the LBS development of the digital directory of services project, which has been followed up separately. In Q4 the above topics were discussed in further detail. An additional item that was discussed was the 'funder's conference' run by Community Southwark in which the Commissioning Officers were invited as a speaker and as an observer.

### 1.1.10. Output Ten

Represent VCS (including underrepresented groups) at CVS Directors' Network

	Annual target	Actual this quarter	So far this year
Number of meetings attended	1-2	0	3

Due to workload pressures and diary clashes we were unable to attend any CVS Director's Networks meetings last quarter.

### 1.1.11. Output Eleven

Attend relevant non-CS VCS networks (including those for underrepresented groups)

	Annual target	Actual this quarter	So far this year
Number of meetings attended	6	2	6

Attended Forum for Equality and Human Rights in March

Attended March meeting of Southwark Funders Forum (organised by London Funders)

### 1.1.12. Output Twelve

Undertake policy research, formulation and lobbying to address the issues of importance to the VCS (including underrepresented groups).

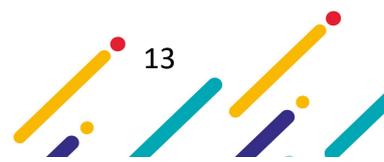
	Annual target	Actual this quarter	So far this year
Number of quarterly monitoring write ups	4	1	4

Began drafting a report on small groups and their challenges as part of policy research. Small groups/charities experience unique challenges which have been highlighted by the members in our Small Groups Network, members encounter difficulties around funding, in particular, their capacity when applying for funds. The report will include the voices of small groups and the recently closed Small Charities Coalition.

Please see discussion points raised by Southwark Voice at VCS Liaison under 1.1.3. Output Three above.

### 1.1.13. Output Thirteen

Develop a system to share and distribute information internally and externally on current and emerging need.



We continue to use our communication assets: website, newsletters, social media accounts while considering if there are better ways of doing this in the future.

#### 1.1.14. Output Fourteen

Share and distribute information internally and externally on current and emerging need.

	Annual target	Actual this quarter	So far this year
Briefing papers and surveys published	4	0	0

We continue to use our communication assets: website, newsletters, social media accounts while considering if there are better ways of doing this in the future. For example, our funding e-bulletin is sent out monthly to CS members. Any new opportunities that arises such as events and training are advertised on our website and emailed to networks.

#### 1.1.15. Output Fifteen

Deliver workshops on policy & participation i.e Influencing policy making.

	Annual target	Actual this quarter	So far this year
Number of meetings attended	1	0	0

Our network members have highlighted their needs for support around effective communication. Therefore, this has been planned for Q1 2022 – 2023 which will explore different communication platforms through social media and online tools as well as communicating with different audiences such as funders, LA etc.

### Outcome Two: Increased collaboration between VCS groups

We ensure that all networks meet at least quarterly (information exchange takes place by email in between meetings). A full list of the networks we currently run includes:

- Children, Families and Young People Network
- Disabilities Providers Network



- Mental Health Network
- Latin American Network
- Older People’s Network
- Safeguarding Leaders Network
- Small Groups Network
- Social Prescribing Network\*
- Southwark Community Action Network
- Southwark Food Action Alliance\*
- Southwark R.E.A.C.H. Alliance (Race, Equality and Cultural Heritage)\*
- Sports and Physical Activities Network
- Universal Credit Network\*
- Volunteer Managers Network

\*funded from other (non-Southwark Council sources) and reported on via our Short-Term Objectives monitoring

### 1.2.1. Output One

Run quarterly network meetings: Children, Families and Young People; Creative Network, Mer Health, Older People, Disabilities, Safeguarding Leaders, Small Groups, Sports and Physical Activity.

	Annual target	Actual this quarter	So far this year
Number of meetings attended	36	9	32

Updates from Q4 network meetings:

Sports Network – We met 24<sup>th</sup> February, we had a speaker from SISPAN who spoke about the network and a representative from the council (environment and leisure team) who informed the group about the capital grant.

Disability Network – We met on 22<sup>nd</sup> February, we had representatives attend from the council who discussed the Statement of Community Involvement and Development Consultation Charter – they actually attended several network meetings to discuss planning processes.

Mental Health Network – We met 28<sup>th</sup> February, we invited a speaker from the CCG (which will be a standing item) to discuss the mental health strategy. We also had speakers from other services offered within the borough including Kooth and the SEL Bereavement Services.

Older People’s Network – We met 10<sup>th</sup> March, we spoke about the work of SPAG in light of the upcoming local elections. We also had a speaker present who has been commissioned by the council to discuss the Digital Directory of Services project.

CFYP Network – We met on 17<sup>th</sup> March, we had speakers to discuss some of the local services on offer, including Kooth and Twin UK Southwark Works programme.

Safeguarding Leaders Network – met 17<sup>th</sup> February 2022 and recruited a new Chair and several new members. Please see Objective Two for more details.

### 1.2.2. Output Two

Organise Annual VCS Conference with dedicated session(s) to issues of equality, diversity and inclusion

	Annual target	Actual this quarter	So far this year
Number of conferences	1	1	1

The poster for “Southwark Funding Conference” was held in March 2022, with the opening keynote panel particularly focussed on equality, diversity and inclusion. It addressed the challenges that BAME groups face when applying for funds in Southwark, particularly from the council, and included the key findings from two reports into the funding landscape in the borough. A representative from the council provided an overview of their responses and actions taken as a result of these reports, and all presentations and resources were shared with attendees and highlighted on our website.

## 2. Objective Two:

### Build the capacity and capabilities of Southwark's VCS groups.

## Outcome One:

Increased capacity and capabilities of voluntary sector organisations in key areas of organisational development.

Following feedback and time spent as a team, the VCS Support offer has been created to cover three key strands: Safeguarding, Fundraising & Income Diversity, and Governance & Leadership. We are working to make sure that what we offer is what is genuinely wanted by a range of groups and are therefore looking at running far more peer support style sessions, workshops set quarterly to make sure they are up-to-date with what is wanted and provide more collaboration support. All areas of organisational development will be covered through resources and signposting, but we will concentrate on the three strands to ensure we can provide a quality service with our limited capacity.

### **2.1.1. Output One**

Deliver the Make your Mark programme providing evaluation and impact support (funder: City Bridge Trust)

Our Evaluation and Impact Officer left in December 2021. Therefore, the project has been put on pause during Q4. We have now recruited a new Evaluation and Impact Officer who started their role in April 2022.

### **2.1.2. Output Two**

Deliver targeted support to refugee community groups via Southwark Refugee Communities Forum.

Southwark Refugees Communities Forum is providing its own monitoring. Latest information on their activities is under <https://www.southwarkrefugeecommunitiesforum.org/>

### **2.1.3. Output Three**

Develop searchable funding resources via Airtable.

The funding database continues to be developed into a comprehensive resource, with lots more opportunities being added every week: <https://www.communitysouthwark.org/find-funding>

In this quarter some new functionality was added, allowing users to filter opportunities by organisation type eligibility (registered charities, social enterprises or non-registered groups).

We also introduced a new system for tracking the number of times a link to the funder’s website was clicked on from the database. This is still being trialled, and as a start we recorded 236 clicks on opportunities listed in the database in March 2022.

There is also now a system for tracking which opportunities have been included in the bulletins, to ensure maximum exposure for a range of funders and funding streams.

You can find copies of our recent funding bulletins, as well as our other newsletters, on the website under <https://www.communitysouthwark.org/ebulletins>.

#### 2.1.4. Output Four

Deliver casework, online or in person on key areas of organisational development including governance, financial management, funding, planning, safeguarding, etc.

	Annual target	Actual this quarter	So far this year
No. of groups worked with	60	47	133
No. of org support appts	-	12	26
Value of funding secured	£50,000	£-	£270,977

With the new VCS Support Officer and Social Action and Communities Officer more firmly established in their roles we were able to take on more casework from our members, and in this quarter we took on 47 new requests.

In Q4 the following one to one organisational development consultancy (casework) was provided to 3 Black and Minority Ethnic-led Community Organisations

- Registering as a charity
- Project development x 2

### **Organisational Support Appointments**

The VCS Support Officer was able to restart our offer of free organisational support appointments, and 12 took place during this quarter.

Again, these appointments covered a wide range of topics, including governance, income generation and starting up new organisations.

5 of these came through directly from the new booking system on the website, and this will continue to be promoted via bulletins and other media.

### **Grant Funding / Income Generation**

Work was carried out across the organisation to support members with funding applications, as well as improving access to funding opportunities.

#### **Funding secured for Afghan Emergency Community Response groups**

As mentioned in the last quarter's report, in Q4 the following organisations received the funding Community Southwark had lobbied for, to support Afghan refugees in the borough

- Southwark Refugee Communities Forum (SRCF) - £19,750
- Panjshir Aid - £22,600
- Southwark Day Centre for Asylum Seekers (SDCAS) - £10,630

#### **Southwark Food Action Alliance (SFAA) working to distribute Public Health funding**

Following Bron Thomas' (SFAA Officer) work with the council's Public Health Team to help publicise funding opportunities and contribute at the assessment panel, two further Neighbourhood Food Model groups were announced by Public Health as having been awarded council funding – one in the north and one in the south of the borough. £45k was awarded to each. Small grants have also been awarded to 6 organisations.

Alongside this Bron continued to signpost members to specific other funding opportunities, most usually through our enhanced online funding database.

### 2.1.5. Output Five

Create, publish and/or update online resources (incl. factsheets, short videos, toolkits, policy templates etc) on key organisational development areas including governance, financial management, funding, planning, safeguarding, etc

	Annual target	Actual this quarter	So far this year
Resource on website with last updated date	40	7	18

In this quarter we added a number of new resources and tools for the VCS to use, including information about free digital, data and HR advice appointments from sector partners.

We produced a new map that simplified some complex data to clearly show the relative levels of deprivation within Southwark (as defined by the Government's Indices of Multiple Deprivation), with a particular focus on how this is linked to several funders' priorities and eligibility for funding opportunities. This is also helpful context for all organisations working in Southwark, and will continue to be developed according to need and feedback: <https://www.communitysouthwark.org/indices-of-multiple-deprivation-in-southwark-map>

We also re-organised some elements of the website and brought information about funding from Southwark Council to the fore, with an updated page around available grants and procurement information: <https://www.communitysouthwark.org/southwark-council-funding>

The volunteer who was working to update our wider resources section has now moved on from the organisation, having updated and prepared a large number of website pages for upload. These will be added to the website in batches over the coming months.

### 2.1.6. Output Six

Update funding information on the website

	Annual target	Actual this quarter	So far this year
Funding opportunities added to website	60	88	151

We added another 88 funding opportunities to the Funding Database on Airtable in this quarter, including funding streams from large national funders as well as smaller and local focussed groups. The majority of these had specific deadlines, and 33 of these new additions are ongoing / long running programmes.

We also created 12 pages or news stories on the website to provide more detailed information around specific funding opportunities that were then included in the overall database.

This new Airtable system makes it much simpler to collate and store information, and provide it in a clear and user-friendly manner, both on the website and in the funding bulletins. We will continue to add new opportunities, but expect the rate of additions to slow from here.

The funding opportunities can be found on our website, social media channel, and e-bulletin:

<https://www.communitysouthwark.org/find-funding>

<https://twitter.com/cosouthwark/status/1472921503046021128?s=20>

### 2.1.7. Output Seven

Produce monthly funding newsletter

	Annual target	Actual this quarter	So far this year
Number of mailouts sent	12	5	13

3 monthly funding e-bulletins were sent out in Q4 around the middle of each month. In addition, we sent two extra bulletins in late February and early March in order to highlight specific time limited opportunities.

We are recording high open and click rates for these bulletins, and will be analysing which information is most popular to determine content and layout for future editions.



### 2.1.8. Output Eight

Deliver 'Funders Fair'

	Annual target	Actual this quarter	So far this year
Fair delivered	1	1	1
Number of attendees	50	50-60	50-60

indicators here

The Funders Fair, retitled Southwark Funding Conference, was held online on 9<sup>th</sup> March 2022, featuring 4 sessions, 5 different funders, 3 grantees and reports from 2 external reviewers. 102 free places were booked via Eventbrite, with attendance hovering steady between 50-60 attendees during all 4 sessions.

All sessions were recorded, and they have been made available online alongside the slide-decks and associated reports: <https://www.communitysouthwark.org/southwark-funding-conference-2022-recordings-and-resources>

Feedback was very positive from both attendees and speakers, and we will look to replicate this format in other years.

### 2.1.9. Output Nine

Deliver workshops on income generation

	Annual target	Actual this quarter	So far this year
Workshop Delivered	2	3	6
No. of attendees	20	37	99

In this quarter we introduced a new type of event, our short 'Funder Q+A' sessions. These events are an opportunity for a funder to present a specific opportunity to their targeted audience, and for members of the VCS to ask their questions and network with other organisations working in similar fields. These are scheduled for lunch breaks or after work hours, with a short half-hour runtime, to make it easier for volunteers or people working multiple roles to attend.



In this quarter we arranged sessions with Mayor’s Fund for London, Inspiring Elephant Community Fund and Team London Bridge and received positive feedback from both attendees and funders. More events are planned for next quarter, and will continue to be arranged according to funding deadlines and sector need.

We also promoted 8 external training courses or events around income generation, from similar VCS support organisations such as The FSI and BAMERHub.

### 2.1.10. Output Ten

Deliver workshops on Governance & Leadership

	Annual target	Actual this quarter	So far this year
Workshop Delivered	2	-	-
No. of attendees	20	-	-

Our training programme continues to be developed, with a focus on establishing a solid base of resources and connections within a relatively new team. We will be taking a new approach to delivering workshops from Q1 2022.

In Q4 we promoted 3 external training and events from sector partners that helped groups develop aspects of their governance and leadership.

### 2.1.11. Output Eleven

Deliver workshops on financial management.

	Annual target	Actual this quarter	So far this year
Workshops Delivered	2	-	-
No. of attendees	20	-	-

Our training programme continues to be developed, with a focus on establishing a solid base of resources and connections within a relatively new team. We will be taking a new approach to delivering workshops from Q1 2022.



In Q4 we promoted 2 external training and events from sector partners that helped groups develop aspects of their financial management.

### 2.1.12. Output Twelve

Deliver workshops on planning

	Annual target	Actual this quarter	So far this year
Workshops delivered	2	-	1
No. of attendees	20	-	7

Our training programme continues to be developed, with a focus on establishing a solid base of resources and connections within a relatively new team. We will be taking a new approach to delivering workshops from Q1 2022.

In Q4 we promoted 1 external training / event from sector partners that helped groups develop aspects of their planning and strategy.

### 2.1.13. Output Thirteen

Deliver workshops on project management.

	Annual target	Actual this quarter	So far this year
Workshops Delivered	2	-	-
No. of attendees	20	-	-

Our training programme continues to be developed, with a focus on establishing a solid base of resources and connections within a relatively new team. We will be taking a new approach to delivering workshops from Q1 2022.

### 2.1.14. Output Fourteen

Deliver workshops on Safeguarding

	Annual target	Actual this quarter	So far this year
No. of workshops delivered	2		1
No. of attendees	20	0	15

Our training programme continues to be developed, with a focus on establishing a solid base of resources and connections within a relatively new team. We will be taking a new approach to delivering workshops from Q1 2022.

In Q4 we worked to promote the Safeguarding training available via My Learning Source, with targeted bulletins to the Safeguarding Leaders Network and wider membership. We also promoted 3 other external events designed to help groups with their safeguarding practice.

#### 2.1.15. Output Fifteen

Write and deliver or commission ad-hoc workshops addressing the sectors emerging needs

	Annual target	Actual this quarter	So far this year
No. of workshops delivered	2	-	3
No. of attendees	20	-	34

As above, we are working to develop our programme. No ad-hoc workshops were delivered this quarter.

In our discussions with members we have noticed a need for further digital skills support, and so promoted 5 external training opportunities with sector partners, such as Superhighways.

#### 2.1.16. Output Sixteen

Create peer support networks for sharing and learning on organisational development issues

	Annual target	Actual this quarter	So far this year
No. of meetings	4	-	1

Whilst no peer support networks were created this quarter we are actively developing one in Q1 2022, around community gardens and allotments, and will report on that when it is fully established.

### 2.1.17. Output Seventeen

Signposting to relevant support on topics CS are unable to support with i.e. HR, Leases, VAT

	Annual target	Actual this quarter	So far this year
Records of signposting in Enquiries & Casework on Airtable	40	21	43

As in last quarter we regularly signpost organisations to partners that have more specialised knowledge around their queries. We have added a new partner called Populo who offer small charities a free HR advice helpline.

The new VCS Support Officer was more firmly established in their role during this quarter, and so was able to take on more casework. 47 new cases were opened during this period, of which 21 involved some form of external signposting

## 3. Objective Three: Enable people to get involved in their communities for the better through volunteering, championing social action, and influencing decision-makers (including by hosting Healthwatch Southwark as an independent champion for health and social care users).

Outcome One:

Residents of Southwark knowing about volunteering and volunteering opportunities.

### 3.1.1. Output One

Promote the volunteer advice service.

	Annual target	Actual this quarter	So far this year
Number of subscribers to the e-bulletin for volunteer managers	400	0	5,519 Total number
Number of subscribers to the e-bulletin for volunteers	2,000	0	2,863 Total number

Ebulletins Q4:

**Volunteering in Southwark:** February E-bulletin - 2863 contacts

31.5% opens rate

1.7% click rate

(We saw 23 un-scribers to the Volunteering in Southwark ebulletin in this quarter.)

### 3.1.2. Output Two

Deliver volunteering outreach sessions

	Annual target	Actual this quarter	So far this year
		Actual	
Number of sessions attended	30	3	7
Number of attendees per session	60	18	55

We have new volunteering leaflets which we have been distributed across the borough during outreach, at events and to organisations. We have now resumed outreach once a month to Peckham and Walworth Libraries. We are working with health watch to identifying other areas to resume outreach and they will be promoting our volunteering opportunities.

The team are in the process of identifying other fairs across the borough to attend for outreach purposes for the remainder of the year. We additionally have a Community Southwark outreach calendar where all staff can attend to promote CS and all it's areas of support.

### 3.1.3. Output Three

Deliver workshop on "Introduction to volunteering in communities" for those with additional needs and/or from underrepresented groups.

	Annual target	Actual this quarter	So far this year
		Actual	
Number of sessions	1	0	0
Number of attendees	5	0	0

This output was new in our new long-term objectives last quarter and so we have this booked for this year

### 3.1.4. Output Four

Promote volunteering roles digitally through e-bulletins and website

	Annual target	Actual this quarter	So far this year
Number of new roles promoted	60	52	170

We have promoted 52 new roles since the 1st of January 2022 on our CS website, through our ebulletins, and our sign-up emails, including promoting trustee and case studies. The total number of volunteering adverts live on the website during Q4 was 75. This included our internal Community Southwark roles along with a significant amount of gardening, food security, youth and children, older people and mental health related roles.



### 3.1.5. Output Five

Attend LBS Volunteering Strategy meetings

	Annual target	Actual this quarter	So far this year
Number of meetings attended	4	1	5

We held a volunteer strategy meeting in January during this Q4. During this meeting we welcomed new members to the group and looked at our terms of references the activities we want to deliver through the strategy and who to recruit to welcome onto our group to reflect the people we are trying to support.

### Supporting Active Communities Volunteer Strategy

#### OUR VISION

*“We want Southwark to be a place where everyone feels confident to help and support their neighbours and local groups by getting involved in their communities. We want to build a Southwark where everyone has access to volunteering, so individuals and the places where we live, work, worship and visit can thrive”*

**We think we will achieve this by focusing on the following three objectives:**

1. Increase awareness and knowledge of volunteering
2. Provide appropriate support to organisations that host volunteers
3. Make volunteering inclusive, accessible meaningful and valued

### 3.1.6. Output Six

Hold annual Southwark Stars awards ceremony

	Annual target	Actual this quarter	So far this year
Number of attendees	150	0	72

**SOUTHWARK STARS** The next Southwark stars will be June 24<sup>th</sup> 2022 at the Tate Modern

### 3.1.7 Output Seven

Celebrate Volunteers week: Volunteers' Fair and a Thank You Event

	Annual target	Actual this quarter	So far this year
Number of attendees	200	0	150

Volunteers week was held first week of June 2021 and the next report will be June 2022.

We have launched the Southwark Stars nomination form which is live on our website here:

<https://www.communitysouthwark.org/News/its-time-to-celebrate-our-2022-southwark-volunteering-stars>

## Outcome Two:

### Residents of Southwark are actively volunteering

#### 3.2.1. Output One

Run the volunteer advice service and follow up on those accessing the service

	Annual target	Actual this quarter	So far this year
Number of appointment attendees	250	56	379

**111** volunteers signed up to find a volunteering opportunity within Southwark this quarter.

**56** of those sign ups went on to have an advice appointment, and the remaining **55** registered with no appointment but received an email and signposting support. **5** interviewed for a volunteering opportunity at Community Southwark & Healthwatch Southwark.

In Q2. we recruited **5** new volunteers and who were actively volunteering with Community Southwark and Healthwatch Southwark.

13 clients who attended the volunteer advice service in Q2 told us they were actively volunteering the community in Southwark in Q3.

The figure for those who went on to volunteer in Q4 and are active within a volunteering role within Southwark will be in next quarter’s monitoring.

**3.2.2. Output Two**

Present award certificates to volunteer champions - those volunteering for 100hrs or more.

	Annual target	Actual this quarter	So far this year
Number of certificates awarded	80	0	51

Volunteer Champions certificates will be given out during Southwark Stars 2022.

**3.2.3. Output Three**

Offer repeat appointments to those requiring it

	Annual target	Actual this quarter	So far this year
Number of attendees	40	4	16

We offered and carried out 4 repeat volunteer advice appointments in Q3, supporting clients make the initial steps to apply to a volunteering role, including help with application forms, helping them find a suitable role. Speaking with organisations leads and liaising with them during the application process. And having check-ins with those volunteers who require additional support. The figures for repeat appointments for Q4 will be in next quarter’s monitoring.

### 3.2.4. Output Four

Build strong connections developed between businesses, their employees and the community through our involve volunteering programme

Our Involve programme has been running skills-based volunteering during this quarter, additionally the Team challenges have also started back up and running.

#### Team Challenges

- 2 x team challenges – Deutsch bank and Robobank

#### Skills based volunteering

- **Meridian West:** Are working with Panjshir Aid on their strategy, website and refugees
- **Ernest & Young:** They have been matched with their charities who they are now in process of supporting the following organisations:
  1. Ignite Hubs
  2. Community Southwark
  3. Panjshir Aid
  4. Rastafari Movement
  5. Nature Vibezz

### 3.2.5. Output Five

Capture the number of unemployed residents, people with disabilities, young people and people from BAME background volunteering after engagement with the service. (conversion rate)

Follow up from Q3: We identified that out of 111 volunteer sign ups, 56 went on to have a volunteer appointment with us in Q3.

Through our follow up calls we identified that 13 people are now actively volunteering after coming to our volunteer Advice Appointments.

- under 21 – 3 volunteers = 5.4%
- age 21-30 – 19 volunteers = 33.9 %
- Disabled - 5 volunteer = 8.92%
- BAME – 29 volunteers = 51.79%
- Unemployed – 18 volunteers = 32.14 %

Included in the above figures we recruited 5 volunteers for Community Southwark & Healthwatch organisation. They are all actively volunteering and are Southwark residents.



The Q3 percentage of the unemployed residents, people with disabilities, young people and people from BAME background into volunteering and after engagement with our service will be given during next quarters monitoring, to give us the most up to date figures.

However please see the overall stats for those 95 engaged in our service in Q4:

We identified that 61 were female and 31 males, 1 non binary, 1 prefer not to say . They fall into the following:

- under 21 – 15 volunteers = 15.7%
- age 21-30 – 28 volunteers = 29.47%
- Disabled – 14 volunteer = 14.74%
- BAME – 38 volunteers = 40%
- Unemployed –25 volunteers = 26.32%

49 sign ups went on to have a volunteering advice appointment.

### Outcome Three: VCS supported to develop best practice in volunteering

#### 3.3.1. Output One

Support orgs to improve practice and develop new volunteering roles – volunteer management health check

	Annual target	Actual this quarter	So far this year
Number of organisations	40	10	41

This quarter we had a large recruitment drive for internal CS volunteers, and we supported our in-house staff on best practice, roles and volunteer management.

Additionally, we supported the following organisations to improve best practice and develop new roles this Q:

1. Plastic Free Peckham
2. Climate Ed
3. SYLA
4. St Jude’s Centre
5. Citizens Advice Bermondsey

6. Southwark Irish Pensioners Centre
7. St Jude's Centre
8. Community Southwark
9. LADPP
10. Golden Oldies

### 3.3.2. Output Two

Hold Volunteer Manager Networks

	Annual target	Actual this quarter	So far this year
Number of sessions	4	1	4
Number of attendees per session	40	9	36

The Volunteer's Manager's Network was held on February 9<sup>th</sup> 2022 with 9 organisations attending.

We focused on the

- Volunteer strategy
- Safeguarding
- Volunteer fairs
- Outreach
- Training
- How to diversify your volunteer program
- Vaccine volunteers

### 3.3.3. Output Three

Create and promote good practice through e-bulletins

	Annual target	Actual this quarter	So far this year
Number of e-bulletins	6	0	6

Previous bulletins are under <https://www.communitysouthwark.org/ebulletins>

### 3.3.4. Output Four

Deliver training about good practice in volunteering

	Annual target	Actual this quarter	So far this year
Number of training sessions	4	2	4

We delivered the following training:

- **Recruiting volunteers Made Easy** on 16<sup>th</sup> February 2022 with 5 people attending but with 16 sign ups.
- **Managing Volunteers Made Easy** on 2<sup>nd</sup> March 2022 with 11 people attending but 22 sign ups.

### Outcome Four: Increased pool of engaged residents and organisations making connections

Increased pool of engaged residents and organisations making connections

	Annual target	Actual this quarter	So far this year
Number of new sign ups	160	40	70
Increase in membership (%)	10%	-	-

#### Overview

Overall, we have managed to increase our number of engaged residents in all angles both offline and online. Online this has involved increasing our twitter to promote key events and opportunities for residents and we have promoted them on our website. Offline I have held a number of meetings with local groups as well as 1-1 with representatives from the groups to promote how we can support them and what we do in the community.

I feel that we have used this opportunity of it being a local election year to increase residents by holding a workshop on how local residents can engage with the candidates and giving support and advice on holding a hustling.

### 3.4.1. Output One

Delivery of Social Action programme: Connected Camberwell and Nunhead (Funder: The National Lottery Community Fund)

#### A place-based project to tackle local health and wellbeing issues through community owned social action and engagement.

Building relationships and power in communities on three estates and a GP Surgery in Camberwell and Nunhead. This project ends in October 2022, and we have just been awarded a £14k uplift to our grant from the National Lottery Community Fund. This will be used to ensure the projects we have developed are sustainable.

#### Pelican Estate

- Started a community café however low attendance meant we developed a new strategy.
- Engaged local institution South London Gallery in a productive partnership to reimagine the TRA hall.
- Spending 6-8 weeks knocking on Pelican Estate doors to engage residents in the creative process through conversations, workshops and practical involvement.

#### Lettsom Estate

- Started Life on Lettsom, newspaper is created by residents, for residents.
- Issue 3 has gone to print! Connected project had a minimal consulting role on creating this. Instead, an Editorial Team of residents took control and did an amazing job. This bodes well in terms of sustainability for the project.
- Residents have been able to put pressure on to improve waste management through the magazine.
- A new cohort of volunteers have also been attracted to start a community garden which was advertised in the magazine.

#### St Giles Surgery

- Beautiful garden has been created by volunteers and a gardener.
- Focusing on lonely and isolated residents and have diverse group coming together with variety of needs and backgrounds, some referred by South London & Maudsley (SLaM), Social Prescribers and GP staff, others from local housing estates and Mutual Aid groups.
- We are seeking approval from the GP surgery to add benches, raised beds and herb and vegetable growing areas.



- We will launch the garden officially in Summer and hope to attract some volunteers that can take on organising role.

### Brayards Estate

- Hot Chocolate Fridays successful at raising our profile, building trust and holding community conversations.
- First partnership event is over Easter and has been very useful for creating a positive action to build energy and relationships around.
- We are hoping to hold a bigger event over the Jubilee weekend and use this to begin engaging residents in a project to develop a disused community space on the estate.

### 3.4.3. Output Three

Run Southwark CAN meetings aimed at increasing engagement in local issues

	Annual target	Actual this quarter	So far this year
Number of sessions	4	1	2
Number of attendees	120	40	70
Attendees converted to CAN subscribers	60	20	40

### Community Action Network Event

We held the Community Action Network event on the 9<sup>th</sup> of February 2022 which was a workshop giving residents advice on how to influence the candidates in the upcoming local elections. We had about 62 people sign up on Eventbrite and a turnout of 40 people and 8 who joined via a live stream. We had 31 new sign ups as we have increased the total of CAN subscribers from 1010 to 1041. The Southwark CAN event was promoted in the [Southwark news](#). We also had universal positive feedback from the attendees in the about the event with everyone saying they enjoyed it and that they learnt about how to get their voice heard during the local elections. Most importantly the event gave local residents a chance to learn from each other about there plans for the upcoming local elections and join up their work. The speakers of the event were:

- Campaign manager from 38 degrees Jonathan Harty
- Althea Smith former councillor and mayor of Southwark



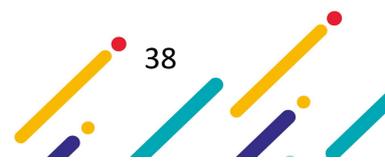
### 3.4.4. Output Four

Promote Southwark CAN networks and support

	Annual target	Actual this quarter	So far this year
Outreach events attended	8	6	8
External meetings attended	36	36	51

During this quarter we promoted Southwark CAN and we attended outreach to the following to promote Southwark CAN and additionally find out what support they need:

1. Travelers Action
2. Bermondsey Labour
3. Jack Campaigns officer at the SGTO
4. Extinction Rebellion meeting
5. Nunhead Streets
6. Social and Economic regeneration officer for Notting Hill Genesis
7. Sophie Lawton from purpose
8. Southwark council climate jury
9. 9 SPAGG Southwark Pensioners social action group
10. Council meeting on how people would like to be engaged online
11. Emma to see Paper Garden's development
12. Walworth Community group meeting
13. Community bridges
14. Walworth Society group meeting
15. Local dance group for those which experience auto immune disease
16. Bede learning disability group
17. Meeting with Lab nature projects
18. Southwark food action alliance meeting
19. Southwark Group of Tenants Organisation (SGTO)
20. Greenpeace meeting
21. Community leaders at the Kingswood estate



22. Together Southwark
23. #iWill
24. Friends of Burgess Park
25. Pem people
26. Old Kent Road local business around new developments organiser
27. local charity the Bridge
28. Southwark Disablement Association group Bits and Pieces
29. Future Strategy club
30. Mercato Metropolitano
31. SE5 forum
32. EmPowerHer, for young ladies from the age of 8-20 and a local knife crime project
33. Blackfriars settlement
34. Southwark law centre
35. Community Cycles
36. the Giving Lab
37. Para pride
38. Southwark Irish Pensioners group
39. Patient not Passports
40. Southwark notes
41. Stop St Georges Tower group
42. Nunhead Street for Life
43. Walworth Living room/kitchen coordinators

### Outcome Five:

Residents have improved knowledge of how to be active in their community and get involved in local issues and social action

#### 3.5.1. Output One

Develop and deliver workshop: 'Setting up a non-profit organisation'

	Annual target	Actual this quarter	So far this year
Number of sessions	1	1	1
Number of attendees	90	-	-

No workshop was held this quarter. However, we have provided support and advice on this to a number of residents during social action appointments with basic advice on how to do this.

### 3.5.2. Output Two

Develop and deliver workshop on social action

	Annual target	Actual this quarter	So far this year
Number of sessions	4	0	0
Number of attendees	60	0	0

No workshop held this quarter, will be this year.

### 3.5.3. Output Three

Develop and deliver or commission ad-hoc workshops addressing the needs of social activists/community champions, etc.

	Annual target	Actual this quarter	So far this year
Number of sessions	1	4	4
Number of attendees	40	40	80

We have held numerous meetings with groups to advise them on hold-to-hold hustings.

1. Met with Latin American Women's Right Service and REACH
2. SE5 Forum
3. Bede House and Bits and Pieces
4. Stop St Georges Tower group

We have also delivered sessions with the disability group Bits and Pieces to help them campaign to move back to a centre which suits their needs. This has involved helping go through steps in a campaign and drafting a letter for their local councillor

### 3.5.4. Output Four

Create, publish and/or update online resources (incl. factsheets, short videos, toolkits, policy templates etc) to support Social Action.

	Annual target	Actual this quarter	So far this year
New or updated resources	10	News: 20 Events: 3	48

We have updated the news section of the Community Southwark website with a number of pieces and about events going on in the community. I have just recruited a new volunteer who hopefully will be able to help with us to update and website and social media pages.

I am also following the local elections to produce a guide on how to influence during them and how to hold hustings guide as I think these will both be very useful from the conversations I have had over this period.

#### News & Events

Please the link to all our news and events items we shared and created

- <https://www.communitysouthwark.org/Pages/News/Category/southwark-can-homepage>
- <https://www.communitysouthwark.org/Pages/Events/Category/southwark-can-homepage>

#### Events

- **Workshop on how to influence during 2022 local elections: 9 Feb 2022:** workshop-on-how-to-influence-during-2022-local-elections
- **Tea and Coffee Morning Craftivism Session:** tea-and-coffee-morning-craftivism-session
- **National Day of Reflection 23rd March:** national-day-of-reflection-23rd-march

### 3.5.5. Output Five

Build and maintain community maps showing campaigns, consultations, councillors, resident initiatives and community projects



This is no longer part of the monitoring. Having worked with the British Red Cross on this back in 2020, we realised it is a huge task and one that is not doable and doesn't work as well as we envisioned. It is a huge task and one that would need a number of partners to maintain and utilise. Additionally, it would only be useful for people who visit our website.

### 3.5.6. Output Six

Conduct weekly social action advice surgeries

	Annual target	Actual this quarter	So far this year
Number of appointments held	60	8	8

We have held 8 social action surgeries appointments which have all had positive feedback from the attendees and have been about a range of different advice from how to start a charity to how to include young people in social action. About 3 were transferred to the VCS support those which wanted support around starting a charity and/or more governance issues.

We also met with the following groups and gave them support and advice on how to hold a hustling during the upcoming local elections

- Latin American Women's Right Service and REACH
- SE5 Forum
- Bede House and Bits and Pieces
- Stop St Georges Tower Group

### 3.5.7. Output Seven

Conduct annual needs assessment survey with Southwark CAN network

We held this survey in the last quarter, Q3

Here is a copy of the survey results: <https://airtable.com/shrwItTcRm2PChR5q>

### 3.5.8. Output Eight

Annual social action event

	Annual target	Actual this quarter	So far this year
Number of events	1	0	1

This output will be delivered later on this year: 2022

### 3.5.9. Output Nine

Hold quarterly community outreach workshops on social action and social responsibility to members of local organisations

	Annual target	Actual this quarter	So far this year
Number of Attendees	TBC	0	0

See above, in the outreach section. We are also planning on holding a craftivism workshop and hold craftivism sessions which will help to teach people in the community about social action and get them involved I will talk about this in the next quarter

### 3.5.10. Output Ten

Produce monthly newsletters to engage residents with issues of local interest and sharing ways to get involved

	Annual target	Actual this quarter	So far this year
Number of mail outs sent	15	3	8

Campaign	Emails sent	Opens	Open rate	Click rate	Total Clicks
Southwark CAN January 2022	996	640	33.7%	3.3%	117
Southwark CAN February 2022	1008	393	39.1%	2.7%	125

Southwark CAN March 2022	1029	366	35.7%	5.6%	192
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## VCS Communications Team's work in support of the above objectives

### Outcome One:

More VCS sector groups understand the benefit of CS's work & networks and are able to access them

#### 4.1.1. Output One

VCS groups report knowing the benefits of CS's work in Annual survey

	Annual target	Actual this quarter	So far this year
% of respondents in the Annual Survey	60%	n/a	78%

Our annual membership survey was conducted in February 2022 with a record number of 140 organisations taking part. The key highlights include:

- 80% satisfaction from our services amongst the ethnic minority led VCS
- 83% of participants reporting that they feel more strongly linked with the local VCS thanks to our communication channels (social media, website, ebulletins)
- 87% of participants agreeing or strongly agreeing that Community Southwark provides good quality support and services.

We are aiming to share full results in May 2022. Further information is under

<https://www.communitysouthwark.org/News/community-southwark-annual-survey-20212022>

### 4.1.2. Output Two

More VCS groups sign up to become members and therefore access our services and support

	Annual target	Actual this quarter	So far this year
Increase in CS Membership	60%	13%	1%

Links to all CS e-bulletins: <https://www.communitysouthwark.org/ebulletins>.

Membership:

- Q1 21/22: Membership: 4% increase in members from Q4 – Total members: 954
  - 74 new members in quarter 1 (includes applications made in Q4 20/21 but approved in Q1 21/22)
  - We have removed a number of members who do not meet our membership criteria which is to be a non-for-profit organisation operating in Southwark.
- Q2 21/22: Membership: -20% decrease in members from Q1 – Total members: 757
  - 15 new members in quarter 2 (includes applications approved in Q3)
- Q3 21/22: Membership: 4% increase in members from Q2 – Total members: 770
  - 24 new members in quarter 3 (includes applications approved in Q4)
- Q4 21/22: Membership: 13% increase in members from Q3 – **Total members: 891**
  - 12 new members in quarter 4 (further pending applications received in Q4 21/22 will be considered in quarter 1 22/23)

### 4.1.3. Output Three

See benefits on CS Website

	Annual target	Actual this quarter	So far this year
Increase in % of visitors to the website	10%	*See note below*	*See note below*

- Q1 21/22: 20,670 total website session, -42% decrease from Q4
- Q2 21/22: 23,079 total website session, 12% increase from Q1
- Q3 21/22: 4,595 total website session, -80% decrease from Q2
- Jo Q4 21/22: \*\*\*\*\* total website session, \*\*\*% increase from Q3

**\*Unable to access Q4 information on Google Analytic – working to fix this\***

#### 4.1.4. Output Four

Share Benefits across all CS e-bulletins

	Annual target	Actual this quarter	So far this year
Increase in % click through rate	10%	7%	9% average

- Q1 21/22 : 7 CS (main & Funding) ebulletins - average click through rate: 10%, (3% increase from Q4)
- Q2 21/22: 8 CS (main & Funding) ebulletins - average click through rate: 9%, (1% decrease from Q1)
- Q3 21/22: 2 CS (main & Funding) ebulletins - average click through rate: 6%, (-40% decrease from Q2)
- Q4 21/22: 2 CS (main & Funding) ebulletins - average click through rate: 7%, (40% decrease from Q3).

**2019 survey reveals the average non-profit open rate is 20.39% and average click-through rate is 2.66% so this is the industry average benchmark (Charity Digital).**

#### 4.1.5. Output Five

Share benefits of CS across all CS social media channels

	Annual target	Actual this quarter	So far this year
Increase in new Twitter followers	10%	2%	2% average
Increase in Instagram followers	10%	4%	5% average
Increase in Facebook followers	10%	1%	7% average

Add Engagement: impressions, comments. Shares, retweets etc here

#### Twitter:

- Q1 21/22: 3,400 followers, 2% decrease from Q4 - (new followers: 24)
- Q2 21/22: 3,441 followers, 1% increase from Q1 - (new followers: 41)
- Q3 21/22: 3,474 followers, 1% increase from Q2 - (new followers: 18)
- Q4 21/22: 3,557 followers, 2% increase from Q3 - (new followers: 82)

#### Instagram:

- Q1 21/22: 963 followers, 8% increase from Q4
- Q2 21/22: 1,012 followers, 5% increase from Q1
- Q3 21/22: 1,049 followers, 4% increase from Q2
- Q4 21/22: 1,088 followers, 4% increase from Q3
- 

#### Facebook:

- Q1 21/22: 1,594 Facebook followers, 23% increase from Q4
- Q2 21/22: 1,615 Facebook followers, 1% increase from Q1
- Q3 21/22: 1,639 Facebook followers, 1% increase from Q2
- Q4 21/22: 1,657 Facebook followers, 1% increase from Q3

#### 4.1.6. Output Six

Create & share email signatures, reports, flyers, logos, branding, graphics, pens, all other marketing materials

	Annual target	Actual this quarter	So far this year
New marketing and communications materials created	20	4	29

Started Creating 2022 Southwark Stars event marketing materials in this quarter, including email signature and 2022 logo for event launch on 28 March.

#### 4.1.7. Output Seven

Sharing our support across external channels/partners

	Annual target	Actual this quarter	So far this year
% increase in external referrals (Google Analytics)	10%	-15%	-94% average

Q1 21/22: 2,507 total referrals, 3% increase from Q4

Q2 21/22: 2,302 total referrals, -8% decrease from Q1

Q3 21/22: 594 total referrals, -74% decrease from Q2

Q4 21/22: 501 total referrals, -15% decrease from Q3

The ongoing decrease in referrals is hard to say as these are online referrals.

#### 4.1.8. Output Eight

Members find content of updates and ebulletins useful

	Annual target	Actual this quarter	So far this year
% of respondents in the Annual Survey	60%	N/A	71%

We asked our members

#### 4.1.9. Output Nine

No of VCS Google Ad Grant click throughs to Become a member website page (and conversion new members)

	Annual target	Actual this quarter	So far this year
No of clicks throughs to Member sign up page	500	See notes below	1,288
No converting to new members			

Q1 21/22: 462 total campaign click throughs

Q2 21/22: 278 total campaign click throughs

Q3 21/22: 548 total campaign click throughs

Q4 21/22: TBC total campaign click throughs

**\*Due to a Google Analytics issue we can't currently access this quarters click throughs – working to fix this\***

(We haven't been able to embed the tracking for our Google Ad Grant Campaign on the CS website. Therefore, we're currently unable to see how many of the click throughs convert to new members).

#### 4.2.1. Output One

Create short films to highlight VCS's Impact

	Annual target	Actual this quarter	So far this year
Number of films created	2	0	3

No films were created in this quarter due to no relevant events taking place. We will be creating films in the next quarter for our Southwark Stars event.

#### 4.2.2. Output Two

Promote Small Charities Week, Volunteers Week, Trustees Week etc - linking to VCS's support

	Annual target	Actual this quarter	So far this year
Number of awareness days promoted	20	7	21

In this quarter we shared information on LGBT History Month, linking to local LGBT groups and their support. Plus Race Equality Week, linking to relevant Southwark groups. We also shared a few key day events, including International Women's Day and linking it to local women's groups support and activities.

### 4.2.3. Output Three

Regular promotion of VCS's work and impact in articles on CS website

	Annual target	Actual this quarter	So far this year
Number of Share Your Latest articles published	40	71	95

The Share Your Latest articles include VCS group's: events, training, news and jobs. On average we receive 2 or 3 articles to share a day.

### 4.2.4. Output Four

Regular promotion of VCS's work and support in monthly CS ebulletins to different audiences

	Annual target	Actual this quarter	So far this year
Increase in open rates (%)	10%	15%	22%

- Q1 21/22: CS Ebulletins sent (KUWS and Funding): 24% open rate.
- Q2 21/22: CS Ebulletins sent (KUWS and Funding): 25% open rate.
- Q3 21/22: CS Ebulletins sent (KUWS and Funding): 15% open rate.
- Q4 22/23: CS Ebulletins sent (KUWS and Funding): 25% open rate.

2019 survey reveals the **average non-profit open rate is 20.39%** and **average click-through rate is 2.66%** so this is the **industry average benchmark** (Charity Digital).

#### 4.2.5. Output Five

Regular promotion of VCS's work and support across CS's social media channels

	Annual target	Actual this quarter	So far this year
No of Member Spotlight articles shared	8	1	10

Member Spotlight articles are shared across all CS communication channels: website, Keeping up with Southwark ebulletins and social media platforms.