



# CS Strategy 2022-2026 Monitoring

Period: Quarter 2 2024-25, July to September  
2024



Community  
Southwark

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## Foreword from the Chief Executive Officer

Q2 saw a busy summer of training covering everything from core cost recovery to fire safety. We were delighted to launch our new Volunteering Platform which will mean groups can more easily advertise opportunities and we can track better whether they are finding volunteers to fill their roles.

We saw significant funds into the Voluntary and Community Sector (£240,000) through support with funding applications and the Funding Differently project, plus £79,000 of monetary value in corporate pro bono time.

Our networks are thriving with members hugely enthusiastic about working together to influence change.

Q3 will see a refresh of the training offer, building on State of the Sector progress, and better communications with members through a whats app trial and improved website resources.

None of the work would be possible without our dedicated staff team, trustees, volunteers, partners and most importantly our 1,042 members. Many thanks to them all.



# Objective 1: Enable a more impactful and sustainable Voluntary and Community Sector

By 2026 we will ensure that Southwark’s Voluntary and Community Sector has greater organisational skills and knowledge to maximise their impact, along with the necessary resources and volunteers.

## Volunteering

**Outcome 1: The benefits of volunteering are accessible to all**

**Outcome 2: A better volunteer matching process**

**Outcome 3: Leading on good practice and ethical standard setting in volunteering**

**Outcome 4: Volunteers/managers collaborate and influence change**

**Outcome 5: Celebrate and champion volunteering, and build more relationships**

**Outcome 6: Southwark's VCS has positive and equitable relationships with corporate partners to deliver long-term community impact**

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4	Total
1	New volunteers	400	87	64			
1	of which given a one-to-one appointment	100	25	12			
2	Roles promoted at any one time	100	175	101			
2	A new matching platform	Implemented and monitored	Planning for Q2	Live to organisations 30/9/24			
2	Monthly Volunteering Opportunities e-bulletin	Open rate of 25%	31%	30.2%			
3	Monthly Southwark Volunteering Network e-bulletin	Open rate of 25%	35.1%	39.7%			
3	New training programme	First cohort trialled with 80% positive feedback	Planning for Q3	Planning for Q3			



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4	Volunteers/managers collaborate and influence change	4 network meetings with 80% positive feedback	0	0 – under review to combine with training prog			
5	Events which celebrate and build relationships	Southwark Stars, Volunteering Fair, (2) Business brunches	Southwark Stars 2024 (180 attendees)	1 – ZS Impactathon			
6	Corporate challenges and relationships	40 Teams, 10 Skills, 25 new relationships, £100,000 in monetary value	14x Teams 6x Skills 2x new relationships, monetary value £58,759	12x Teams 2x Skills 4x new relationships, monetary value £79,089			
6	Corporate advice appointments	20	3	0 (paused whilst we recruit and review)			

## Funding

### Outcome 7: A more financially sustainable VCS

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4	Total
7	Funding to the sector	£200,000	£86,780	£240,000			
7	Funding workshops	4 plus annual Funding Conference	2	4			
7	Funder Q&As	8	4 (Short Breaks grants, Black History Month, Innovate Now, City Bridge Trust)	3 (TheGiving Machine, Charterhouse, Southwark Council Living Wage grants)			
7	Monthly Funding e-bulletin	Open rate of 25%	40%	44.4%			

## Casework and Training

### Outcome 8: Bespoke one-to-one casework advice sessions

### Outcome 9: Build capacity through training

### Outcome 10: Improve Evaluation and Impact measurement for the sector

One participant said, “I feel so much more equipped to apply for funding now I have a more solid understanding of what’s involved when applying for funding.”

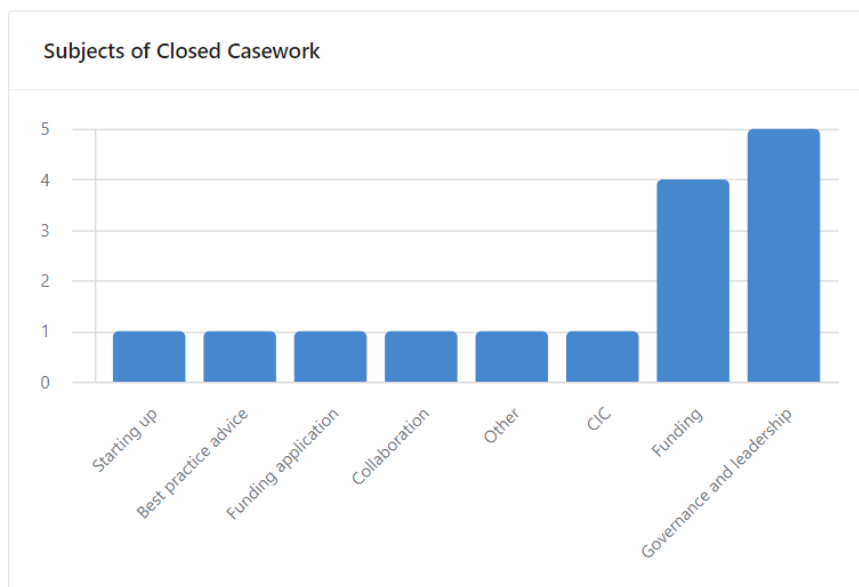
### Outcome 11: Safeguarding Network, including peer support

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4	Total
8	Completed 121 casework advice sessions	160 with 80% positive feedback	52	24			
9	VCS Support Training sessions	16 with 80% positive feedback	13	14			
9	Monthly training e-bulletin	25% open rate	42%	46%			
10	Make Your Mark workshops	3 cohorts (10 groups with 5 sessions) with 80% positive feedback	4 MYM training sessions (19 orgs reached, 95% satisfaction).	5 MYM training sessions (15 orgs reached, 93% satisfaction)			
10	Member wide evaluation and impact support	30 121 support sessions	9	7			
11	Safeguarding Network meetings	4 with 80% positive feedback	1	1			

## Casework Case Study: Finding Rhythms

A member reached out with a support need around accessing funding, particularly expanding their grants fundraising and exploring corporate support. In the 1-2-1 support appointment, we talked with them about ways to diversify their income streams, as well as thinking about full cost recovery in grant applications and how to build longer term relationships with funders. On our recommendation they signed up to the ZS Associates Impactathon on fundraising strategies and were chosen as one of four groups to participate in the programme. We also encouraged them to think about National Lottery Awards for All funding; they said that they had always found the idea of lottery funding quite overwhelming and out of reach, but with our encouragement they put it on their pipeline as a priority to look at soon.

## Casework Themes



## Q2 Training Summary

1. Facilitating group discussions ahead of July's REACH Health event
2. Full Cost Recovery Model when applying for Funding 10/07/24
3. Preparing for the Future of Your Organisation - Succession Planning 11/07/24
4. Journey to Better Health Outcomes for Southwark's BAME Community Part 3 18/07/24
5. VAT Discussion for Finance Managers 05/07/24
6. Fire Brigade Training 14/08/24
7. Introduction to Fundraising: Corporates 01/08/24
8. Introduction to Fundraising: Challenge Events 15/08/24
9. Introduction to Fundraising: Community Events 08/08/24
10. Jargon Buster - Explore commonly used abbreviations & acronyms by Funders 24/07/24
11. Introduction to Fundraising: Crowdfunding 22/08/24
12. Managing Challenging Behaviours 12/08/24
13. Developing a Fundraising Strategy part 2 (16.07.2024)
14. Developing a Fundraising Strategy part 1 (03.07.2024)

"I found the presentation very useful and clear to follow. Thank you to the organisers"

"Thank you so much it's been so useful and an excellent refresher"

"I feel really relaxed, this time it's all about me. It's about my physical and mental health. I enjoyed it and found it really relaxing."

## Communication

**Outcome 12: Improved Website Resources**

**Outcome 13: Engage with the VCS proactively, to offer support**

**Outcome 14: Bespoke Consultancy Service for the VCS**

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4	Total
12	Users accessing website resources	% Increase	Brief for Creative Impact Club prepared with member input for improvements	Members input, Changes agreed, being implemented by website provider.			
13	Proactive contacts	80	26	32			
14	Consultancy	12 VCS projects with 80% positive feedback	8 VCS projects -	2 VCS projects – 100% positive feedback  "Vani was so patient and responsive to our organisation's needs"  "Valuable contribution to our strategic thinking"			

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

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.

### Diversity metrics for strategic objective 1

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4	Total
1	% of volunteers from diverse backgrounds	50%	61% BAME; 26% Unemployed; 57% Under 30; 13 % Disabled or long term health condition; 2% Transgender or Gender fluid; 2% Refugee or Asylum Seeker	78% BAME; Unemployed 36.96%; 37% Under 30; Disabled or long term health condition 19.57%			
3	% of Volunteering Training Programme	50% to BAME-led groups	Planning for Q3	Planning for Q3			
8	% of casework delivered for BAME-led groups	50%	65%	75%			
9	% of VCS Support training for BAME-led groups	50%	70%	75%			
10	% of evaluation and impact support	50%	45%	53%			
13	% of proactive contacts for BAME-led groups	50%	38%	44%			



## Advocacy and Representation

**Outcome 15: Facilitate networks for BAME led groups**

**Outcome 16: Advocate for BAME led groups**

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4	Total
15	Facilitate REACH and Latin American networks	4 meetings each per year with at least 8 attendees and 80% positive feedback	1 (plus planning for REACH in Q2)	1 REACH Network meeting July24, 1 LAN Sub group meeting 25 <sup>th</sup> Sept			
16	Formal representations (e.g. consultations, research paper, event with decision makers)	4 per year	2 –	2 – Rewards and Incentives Group, REACH event with Health decision-makers			

## Objective 3: A collaborative Voluntary and Community Sector, able to influence change

By 2026 the Voluntary and Community Sector will work together to 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.

### News, networks and VCS-led projects

**Outcome 16: Better sharing of member news**

**Outcome 17: Making connections between members in person**

**Outcome 18: VCS-led networks build connections with decision-makers to influence change**

**Outcome 19: VCS-led networks lead formal representations (e.g. policy consultation responses, event with decision makers, research paper)**

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Outcome	Output	Annual Target	Q1	Q2	Q3	Q4	Total
16	Community News monthly e-bulletin	25% open rate	42.8%	42.2%			
16	Member Whats App group trial	Group created and trialled	Planning for Q3	Planning for Q3			
17	In person events	4	2 – SE1 Networking event (14 <sup>th</sup> May), Charity Chief Execs (25 <sup>th</sup> June)	2 – SE5 neighbourhood networking and Journey to Better Health outcomes			
18	Children, Families and Young People	Each network meets 4 times, at least 8 attendees, 80% positive feedback	In person, 20 attended. Southwark Housing Solutions & Southwark Council summer Holiday Schemes	In person, 29 attended. Youth Club provision, Rotherhithe subgroup pilot. Voicability & CS Volunteering			
	Older People		In person, 19 attended. Illuminated Arts, Creative session led by Camberwell College of Arts' MA student, Heatwave Protection by Public Health	In person, 28 attended. High Trees Community Builders: Collaboration Toolkit, Jen Group: MHFA, Community Resilience and Emergency Planning, Public Health: Winter health advice & Warm Hubs, Southwark Council Cost of Living Fund: Winter Fuel Payment. CS Volunteering			
	Mental Health		In person, 23 attended. Superhighways	In person, 11 attended. Adult Social Care Charter for			



			Overview of GDPR procedures & Partnership Southwark Update on Mental Health Support for Community Based Care	People with Mental Health Needs, Health Watch Southwark, Governance structures for voluntary organisations. CS Volunteering			
	Disability Providers		In person, 22 attended. Disability Hub procurement process update & discussion	In person, 19 attended. Disability Hub procurement process update. Peer Training Discussion: members offering training Spek: SeeAbility National Eye Care Services. CS Volunteering			
	Grassroots Project		18 grassroots groups across two meetings <a href="#">Project update</a>	1 orientation meeting with 10 people in the grassroots facilitator pool. 1 agenda planning meeting <a href="#">Project update</a>			
	Southwark Voice		25 <sup>th</sup> June online, 10 attendees. State of the Sector updates.	24 <sup>th</sup> September, 12 attendees, SoS, collaborative commissioning			
19	Network led formal representations (e.g research projects, events, policy responses)	3 per year	DPN Disability Hub	DPN Hub subgroup, CFYPN Youth Club subgroup.			

### **Outcome 20: Use State of the Sector to influence change for VCS Funding**

#### **Outputs: Funding Working Group influencing six principles and 'Funding Differently' project**

**Funding differently** - £200,000 awarded to VCS groups in Southwark – 10 x £10,000, 20 x £5,000: <https://communitysouthwark.org/update-on-funding-differently-2024-neighbourhood-health-grants/>

Feedback from groups taking part has been overwhelmingly positive. Next steps are to consider the future of this work and there will be a reflection session in the next quarter with VCS groups and other stakeholders to consider this.

**The Funding Working Group** met for the 4<sup>th</sup> time in September. 20 people attended with representatives from the VCS, local and national funders and the statutory sector.

The group was set up to provide practical action on the 6 principles of funding set out in our State of the Sector report. To date, 19 of Southwark's top 23 funders have signed up to the principles. We've improved understanding in both directions, discussing complex accounting procedures, risk and trust, and challenging each other to make processes more open, transparent and inclusive.

The group will continue to meet quarterly with the next meeting planned for January. Future work will look at how we can work in partnership to agree what is funded and also consider collaborative commissioning and funding.

### **Outcome 21: Use State of the Sector to influence change for VCS Premises**

#### **Outputs: Premises Supply and Demand analysis, matching process, influence on council policy**

We began to implement the next steps that were outlined in June's 6 month summary report, including continued promotion of the survey, which attracted 21 new responses this quarter – for a total of 89 since launching in January. The matching casework continued, including helping to place a developing organisation in another charity's long-vacant café space, which has been hugely beneficial for both parties.

We have continued to reach out to new partners to increase supply, with many positive meetings with VCS groups, council departments, SEL ICS teams, local businesses and developers.

To help prepare for the State of the Sector update event in October, and to gather insight to help inform policy recommendations, we held 3 focus groups with VCS groups who hold council leases, with 3 more taking place in Q3. The learning from these sessions, wider case study research and feedback from the State of the Sector event will be presented in early Q3, as part of our engagement with the development of a VCS premises policy.

**Outcome 22: Use State of the Sector to influence change for Commissioning**

**Outputs: Commissioning research and Women’s Safety Steering Group**

In Q2, the commissioning report write-up began. By August, a first draft had been completed and reviewed internally. In September, the report was updated, and its findings/recommendations were shared with Southwark Voice. The report is currently awaiting feedback from Southwark Voice members before a decision is made about how to proceed with the project.

The Women’s Safety Steering Group concluded with a decision to commission through ‘competitive dialogue’ and positive feedback from VCS groups.

**Outcome 23: Represent the VCS with decision makers**

Meetings	Q1	Q2	Q3	Q4
Community Southwark members (CEO visits)	21	13		
London CVS Network	1	4		
Health and Wellbeing Board	0	1		
Partnership Southwark/ ICS	4	5		
Council (including officers and cllrs, Commissioning group, Southwark 2030)	19	13		
Funders (on behalf of the sector)	5	7		