



<p><b>North Herts CVS Overview</b></p>	<p>The first six months of the year have continued to be busy. A slight change to our strategy has meant that we have shifted our focus on going out and visiting our voluntary and community sector organisations has meant high levels of engagement with our members and other emerging groups. It means that we are able to identify those that are struggling much earlier than in previous years.</p> <p>Our HCF funded training programme has seen 3 training sessions being delivered to around 22 organisations.</p> <p>We continue to complete DBS checks for local organisations and we have done 133 of these during the past 6 months to groups based in North Herts.</p> <p>We have continued to add to our contact management system to try and provide an accurate picture of the voluntary sector across North Herts to enable us to understand the needs of the VCS. We will be doing a survey of our members in the forthcoming six months to look at needs and to try and provide a picture of how the voluntary and community sector are managing at the moment.</p> <p>We have a total of 8 board members representing local voluntary and community sector organisations with two new members joining us after the AGM in September. We lost two board members through one through ill health and the other through retirement. We have an acting chair, Saul Ackroyd, until the new chair is voted in in November and have met six 3 times in the last six months. Tony Hunter, NHDC representative on the board, has continued to provide valuable support.</p> <p>The partnership themed AGM was held at the Spirella Ballroom, Letchworth at the end of September and was attended by 32 groups and a presentation was given by Michelle James, Jon Brown and Michal Siewniak about our services and the improvements that were being introduced.</p> <p>The NHCVS offices continue to be open for four days a week from 9.30 to 4.00 pm although increasingly we are contacted via email or telephone.</p> <p>#TeamHerts Volunteering is proving to be very popular and we are pleased with its progress in its first six months. The Lister Community Car Scheme has now merged with the NHCVS North Herts and Stevenage Community Car Scheme and despite a number of setbacks is working well.</p>
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	Key Performance Indicator	Target/Timescale	Evidence
<b>Strategic Objective - Development, Support and Liaison</b>			
Total number of members from North Herts	Number of basic and full members receiving help and information from NHCVS	From 1 April 2016 to September 2016	19 1 Year Full 34 2 Year Full 16 Basic  Membership fee for full members this year was set at £50 for two years and £30 for one year. We also have a mailing list of 850 contacts
	Number of organisations receiving funding advice	10 per annum	9
	Number of organisations receiving organisational development advice	5 per annum	17 (including 9 included funding advice as counted above)
	Number of groups attending training sessions	8 training sessions	31 learners in total attended 3 of our training sessions so far. With more booked for the remaining six months of the year.
	Number of groups using CVS information, practical support services and facilities	12 ebulletins Equipment loan and hire	6 e-bulletins sent to 850 contacts. 6 organisations have benefited from practical support services and facilities: (minibus hire, meeting room hire, payroll, post box, equipment hire).  73% of Facebook Followers are from North Herts 45% of Twitter followers are from Hertfordshire

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Sustain North Herts Volunteer Centre to provide a comprehensive service for individuals and organisations in the North Herts area who want to be involved in volunteering including brokerage, training and support	Number of advice and information enquiries about volunteering provided to volunteers	500 per annum	140 volunteers used the centre April 2016 – September 2016: 140 Do-it enquiries were processed 38 enquiries were received (Interview, phone, email)  A bi-monthly newsletter was sent out to inform people who have registered with the volunteer centre about new opportunities, news and events.
	Number of volunteers referred to organisations	300 per annum	We also attended the following events to promote volunteering: Health and Wellbeing Day – Hitchin North Herts Community Event - Letchworth
	Number of volunteer opportunities	100 per annum	54 volunteers decided to progress and were referred to the organisations they showed an interest in.
	Number of groups supported to take volunteers and nature of support	15	70  7 organisations were visited to see what support they required.  15 organisations attended our Volunteer Coordinator Network Meetings. The Volunteer Centre introduced quarterly Volunteer Coordinator Network Meetings, with the aim of providing a platform where Volunteer Recruiters/ Managers have the opportunity to discuss volunteer management, share and their experiences and best practise. The sessions took place in May 2016 and the second took place in September 2016.  Ad hoc support has also been provided via email to a number of organisations.

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<b>Strategic Objective - Representation and strategic work</b>			
	Number of planning and partnership groups with an CVS involvement	3 per annum	
	Number of Partnership meetings attended		Attended LSP meetings; Compact consultation meetings, Herts CEO network meetings (set up by W3rt and NHCVS) and Herts Impact (group of VCS organisations looking at tendering opportunities and includes HILS; Herts Mind Network; North Herts Minority Ethnic Forum; Resolve; Carers in Herts and W3rt).
Ensure that NHCVS is able to respond effectively and promptly to local, sub national and national issues affecting the VCS, both as an organisation and in support of the sector more widely	Number of consultations		State of the Voluntary Sector consultation 2016 Compact Consultation and participation of Herts Compact Partnership Steering Group North Herts Homes consultation Letchworth Garden City Heritage Foundation questionnaire
<b>Strategic Objective - Improving our organisation and the services we provide</b>			
Ensure that the range of support services provided by NHCVS for its members are responsive to their needs	Survey of member organisations	September 2016	This has been deferred to the New Year.

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Ensure continuous improvement throughout the organisation by the use of PQASSO to review and improve our effectiveness	Level 2 PQASSO achieved	Reviewed December 2015	No review of PQASSO has been completed in this period. However, we have revised our Staff Handbook and all our policies and procedures in this period as well as producing a new Business Continuity Plan.
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