

# Infrastructure Grant Impact Report

2018/19

**Voluntary Action Sheffield's (VAS) aim is to maximise the impact of voluntary and community sector organisations in the city and beyond.**

**We enable groups to focus their energy and funding on making a difference with the people and communities they support.**

**We support and work with groups where it is most needed, helping groups collaborate to be stronger together in tackling inequality.**

Sheffield City Council infrastructure grant funding of £97,104 in 2018/19 enabled us to offer free support to small groups and organisations working with communities of greatest need, who otherwise do not have access to the resources they need.

## **Our impact in numbers**



**We engaged 3,555 people in volunteering**

Read Sijo's story on page 6.



**We supported 290 community groups in one or more area of operation from impact reporting to management**

Read about how we supported Mums In Need on page 14.



**We supported 171 organisations with skills to recruit and manage volunteers**

Read about how we supported Sheffcare on page 6.



**We supported 20 new community groups to set up**

Read about PINC (People in Need of Care) on page 12.

## Our focus

This report sets out our impact between April 2018 and March 2019, how people, communities and groups we supported have developed and the progress we have made towards our outcomes.

<b>Outcome 1</b> Local Voluntary Community Sector (VCS) organisations are able to recruit the volunteers they need...and manage them to best practice standards	<b>Outcome 2</b> Local VCS organisations have the skills, tools & capacity to develop tools to demonstrate their impact	<b>Outcome 3</b> Local VCS organisations can manage & respond to external change by adapting and forming partnerships
<p>Develop skills to recruit and manage volunteers</p> <p>Enable organisations to recruit volunteers</p> <p>Define &amp; advertise suitable roles</p> <p>Adopt best practice standards</p>	<p>Organisations can evidence need for support</p> <p>Develop impact measures and can demonstrate improved impact reporting</p> <p>Improve service performance</p>	<p>Groups better identify risks</p> <p>Develop leadership and governance policy and process</p> <p>Address broader strategic issues</p> <p>Community partnerships are brokered</p>
<b>Achievements</b>	<b>Achievements</b>	<b>Achievements</b>
We engaged 3,555 people through the volunteer centre and outreach events	We supported 290 community groups with advice, 1:1 tailored support and workshops	We supported 20 new community groups to set up
We advertised 1,294 volunteer roles from 245 organisations	We supported 14 groups to improve impact measurement and communication	95% reported increased confidence in governance
82% of organisations successfully recruited volunteers through our service	92% reported our advice met or exceeded expectations	90% of workshop attendees identified changing practice as a result of our support
Over 50% of the people we engaged started volunteering	Over 90% of Volunteer Coordinators reported increased knowledge from the forum	We brokered and supported new partnerships in Birley, Broomhall and Burngreave

## Making a difference

### Outcome 1 - Volunteering

*“Volunteering can make a significant contribution to individual and community health and wellbeing...but in general those who could benefit most from volunteering are the least likely to be able to take part in it.”*

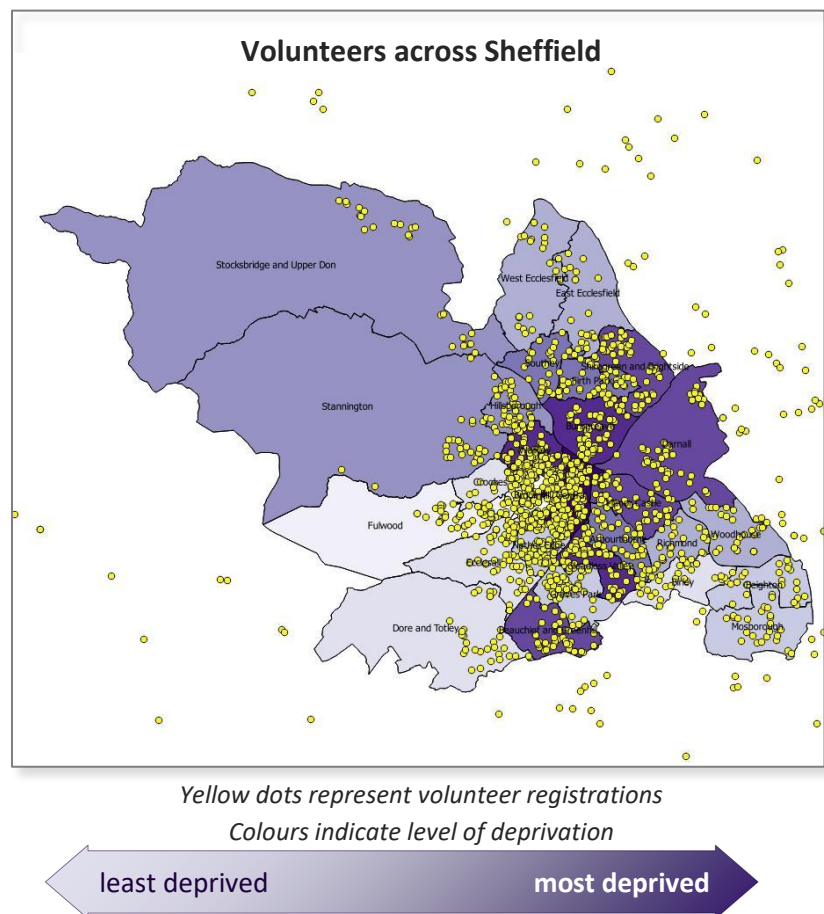
We actively promote an inclusive volunteering approach to ensure that everyone can volunteer, that barriers are removed and that volunteers are safe, supported and insured.

We also check that adequate provision is in place to protect vulnerable people volunteers work with.

This quality checking and advice to 245 organisations protects charities, volunteers and service users and ensures that everyone can benefit from volunteering.

We have taken a new approach to the Sheffield Volunteer Standard with groups, to enable organisations to have an independent peer review of their volunteering programme.

This year in addition to our core services we have significantly developed our work with Employers to develop Sheffield Business Together and reach a new community and skillset of volunteers in the city.



Engagement methods	No of people engaged 18-19
Online registrations	1147
Face to face advice and support	750
Volunteer fairs	1252
Outreach events	406
<b>Total people engaged</b>	<b>3555</b>

### We enabled people to find volunteering opportunities, right across the city

- We enabled organisations to find volunteers, with 450 roles available at any time

- We advertised a total of 1,294 volunteer roles for 245 organisations
- 82% of organisations using our services successfully recruited volunteers
- 55% of new volunteers say they started volunteering with support from our service

## Engagement

### Individual volunteers

We engaged a diverse group of people across Sheffield, including areas of deprivation.

Based on national research, 15% fewer people volunteer in areas of high deprivation, conversely our registrations show higher levels of engagement in the more deprived areas than in some of the most affluent areas of the city.

### Diverse

People we support	% of people we support	% population of Sheffield as a city
<b>BAME</b>	25% (51% including New Beginnings project clients)	19%
<b>Unemployed or unable to work</b>	31%	5%
<b>Self-report a medical condition, mental or physical disability</b>	18%	No equivalent figure available for city.

### Organisation engagement:

- 1,294 roles advertised across the whole year
- 245 organisations advertised roles
- 82% of organisations using our services successfully recruited volunteers
- Over 90% of attendees rate the volunteer coordinators forum good or excellent
- Engagement with Sheffield Volunteer Standard (SVS) has significantly increased this year with groups recognizing the value of peer support to improve volunteering good practice

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*‘..it has made me re-examine current practices and realise where we may have become complacent. However this is a positive outcome!’*

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- 5 SVS peer support meetings with 19 organisations held
- 4 organisations submitted applications with 2 ready to submit pending trustee approval

## Case Study Volunteer impact - Volunteering 'changed my life'

Sijo came to the Volunteer Centre drop-in service to find out about volunteering. *'I remember looking through so many options to volunteer. Their Advisor patiently handled my request and called up Football Unites, Racism Divides directly.'* Sijo was able to meet with someone at the charity later that day, which led to him volunteering there. He now works as Marketing and Volunteering Coordinator at Football Unites, Racism Divides. Football Unites, Racism Divides is a youth and social inclusion charity. They use sport to combat racism and increase understanding between different communities.



***'That call changed my life, and that landed me at the right place at the right time. Now, as part of my role I recruit young people to volunteer.'***

## Case Study –Increasing volunteer diversity and innovating opportunities at Sheffcare

Sheffcare has a clear commitment to volunteers working within its 10 care homes across Sheffield and states its intention of developing a volunteer culture that 'promotes and embraces each individual's contribution to volunteer and unit teams'.

Kathryn is responsible for approximately 55 volunteers in these homes – she recruits, inducts, places, and supports the volunteers.

**Kathryn and Voluntary Action Sheffield** - Kathryn is a keen partner with VAS she:

- attends most Volunteering Fairs to meet a good number of potential volunteers, and have an informal discussion about the opportunities on offer.
- makes frequent use of the VAS website to advertise her roles, and the Volunteer Centre's own advisors have good feedback from existing Sheffcare volunteers to share when they are helping people look at volunteering options.
- is a regular attendee at the Volunteer Coordinators' Forum, enthusiastically sharing her knowledge and experience, learning from colleagues.
- has been supported by VAS with preparation for her submission of Sheffcare's application for the Sheffield Volunteer Standard. She feels that the SVS preparation increased both her understanding and confidence in best practice.
- has been supported by VAS to liaise closely with New Beginnings to support volunteers from asylum / refugee backgrounds – and recently celebrated a volunteer's story both in Sheffcare and the wider voluntary sector through the Volunteer Bulletin and social media.

## Making a difference

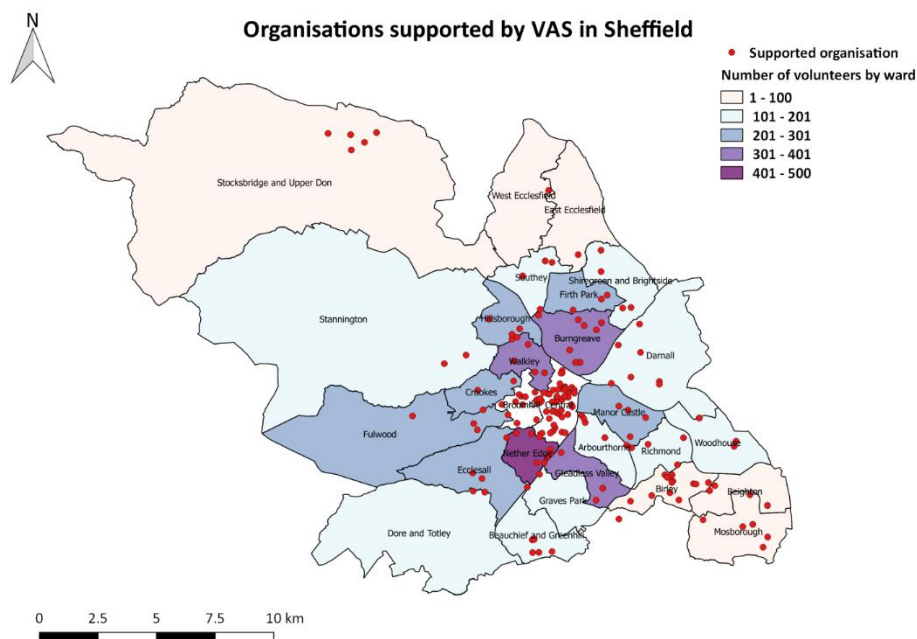
### Outcomes 2&3 - Supporting groups

We worked with 290 groups, successfully targeting under-represented, lower income groups and those working in deprived areas, as identified in the map shown.

We delivered support through 1:1 advice, workshops in communities, and through a series of bespoke workshops on the key subjects of:

- Impact
- Identifying risk
- Management

We also provided more intensive group support to organisations in crisis.



**93% of organisations surveyed said that our advice and support met or exceeded their expectations.**

### Engagement

In year two of this funding we benefitted from the contacts made and profile of our outreach work in the sector in year one. We have seen exponential increases in our overall ‘caseload’, with twice as many enquires, supporting 290 groups (146 in 2017-18).

### Diversity

We engaged a diverse group of people across Sheffield (see map above for location)

Groups represent or have an expressed purpose to meet the needs of :	Percentage reported of total number (290)
<b>BME</b>	30%
<b>People over 60</b>	29%
<b>Women</b>	34%
<b>Men</b>	28%
<b>LGBT</b>	1%

Children or young people under 19	40%
Disabled people or people with a limiting long term illness	38%
A particular faith group	2%

*"I'm really grateful for the support from VAS – I have learnt lots and doing this as a volunteer with limited time, I really appreciate knowing where to go to get help!"*

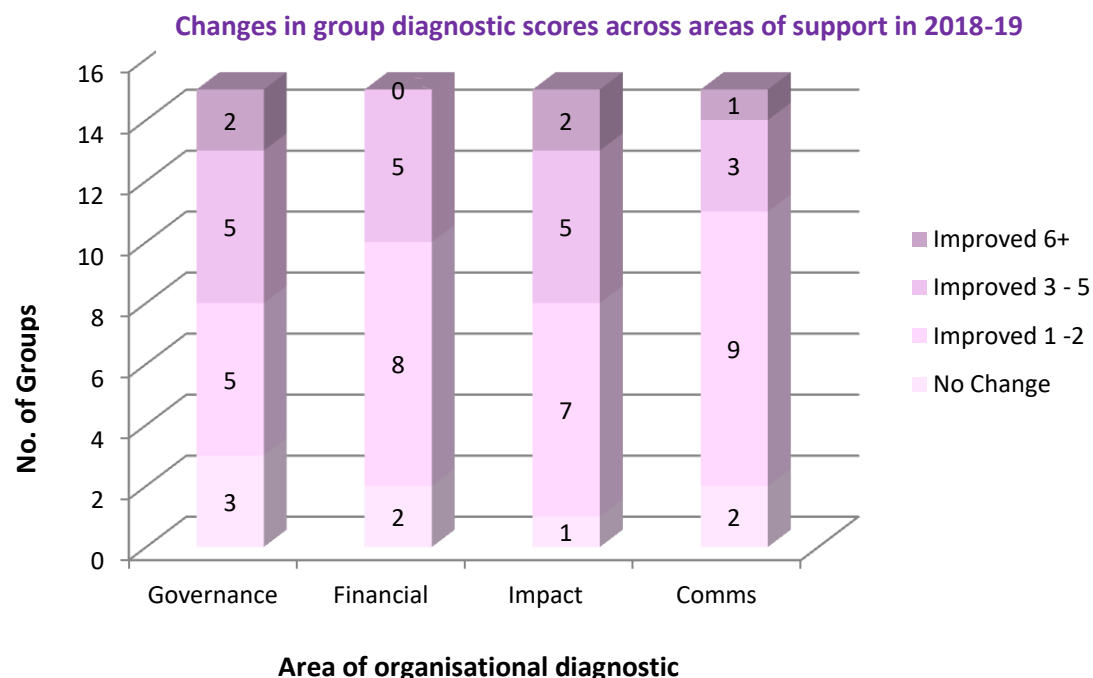
*Hannah, Broomhall Girls Group*

## Distance Travelled

When our involvement develops beyond initial enquiry and a group is sufficiently established, we carry out a diagnostic assessment. The assessment at the start of our involvement and then again after support, helps us understand the distance travelled in development.

The graph below shows the level of improvement for groups aggregated diagnostic scores before and after our support against 4 key areas of in the diagnostic of strength of Governance, Finance, Impact and Communication.

We had most impact with groups improving their governance and ability to measure and report on impact – which reflects the focus of our work this year.





## Outcome 2 – Supporting impact

*“Some organisations find it difficult to access our Reaching Communities funding. Usually they are at an earlier stage of project development, not able to articulate impact or community need, and not ready for the step to Reaching Communities. Through the Development Team at VAS, several organisations have benefitted from development support (including understanding impact and community need) and are now applying [for the appropriate funding].”* Caron Walton, Funding Officer, The National Lottery Community Fund

We engage with groups on impact in different ways that support their level of development.

Engagement Methods	No of groups engaged
Advice	12
Workshops	11
1:1 tailored session with group	6
<b>Total groups engaged on IMPACT</b>	<b>29</b>

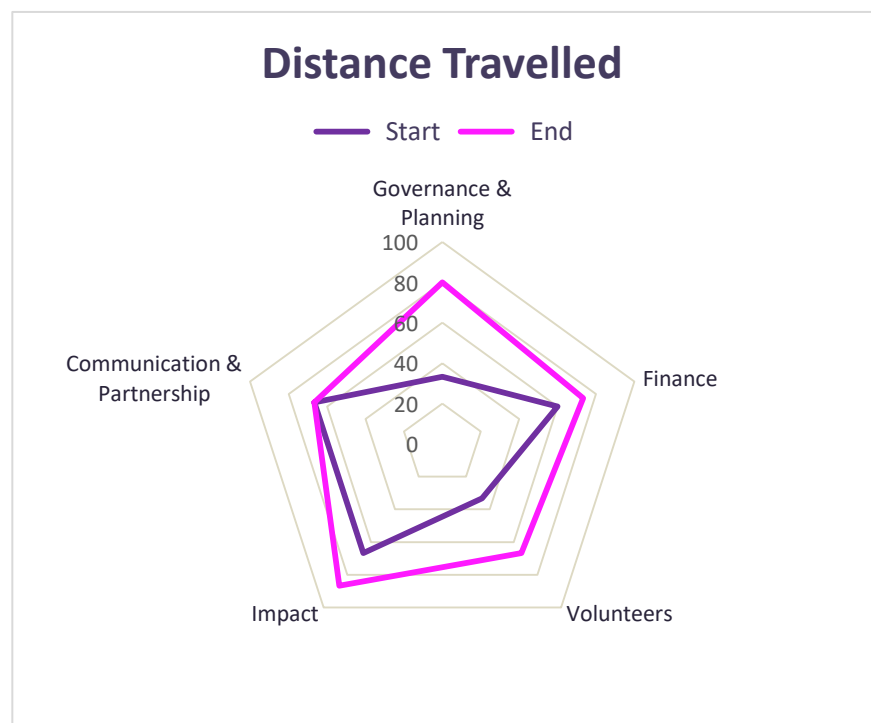
**95% of workshop attendees reported increased confidence in reporting impact.**

### Case study - ShipShape

ShipShape run free and low-cost group and one-to-one sessions, at their centre and in outreach venues in the city, to tackle health inequalities and support health and wellbeing.

#### What we did this year

ShipShape have engaged with VAS for different aspects of support this year and have seen improvement in a number of areas.



We delivered a bespoke training session on impact monitoring, measuring and communication.

- The impact training session contributed to ongoing reflection on the impact the group has and how different activities were capturing data differently.
- Part of the training session focused on the language of impact which has helped to clarify the communication of impact particularly with funders.

Shipshape are taking this learning forward in how they work with people and the information they gather in order to understand how their interventions make a difference. Similarly the support has assisted them to communicate impact in their reporting to funders and in funding bids.

*“VAS have supported ShipShape’s partnership work through enriching one-to-one sessions while the development and potential funding of our volunteering programme has been energised through training, discussion and peer support. Significant benefit has also been experienced for the organisation through training in Management Committees and impact evaluation. Overall, VAS support for Shipshape has been in-depth and transformative for the organisation.”*

SUSANNAH BREWER, SHIPSHAPE

### Outcome 3 – Managing change

*“Your advice was very helpful in the set-up of our group [last year]. We also used VAS a few weeks ago for information re New Trustees and their role and responsibilities. This was very helpful and very informative. I would recommend VAS to other groups.”* Sharon, Birley Community Preschool

#### Support to meet a range of development needs

The diversity of enquiries we manage is best summarised in the different stages of development that community action may take. We describe development as:

**1 Getting organised** – starting up - for instance- a group of people come together to start up a community forum

**2 Scale and sustain** – doing more, doing it well – for instance – a group recruits volunteers and needs to implement a strategy and good policies to retain and support them

**3 Focus and expansion** – meeting greater need and demonstrating it – for instance - an organisation is established and employing staff under an umbrella organisation, but about to become an independent group.

**4 Partnership/ civic role** – leading and influencing- for instance- an established organisation looks to form a consortium with other organisations

We engage with groups on impact in different ways that support their level of development.

Engagement Methods	No of groups engaged
Advice	37
Workshops (risk and governance)	22
1:1 tailored session with group	38
<b>Total groups engaged on MANAGING CHANGE</b>	<b>95</b>

## Community Development

We have worked closely with Sheffield City Council (SCC) Community Services officers in key areas of the city to bring together groups to work collaboratively- the groups engaged in this work are at different stages in development and difference sizes, but all have common values and are working for the benefit of local community or a community of interest, such as young people.

VAS have facilitated partnership working and the groups have already secured joint funding and are actively delivering services- as outlined in the table below:

Group of Groups – location/ community of interest	Number of Groups	Duration of Support / Number of Meeting	Outcomes
<b>Birley</b>	15	All year – 6 group meetings.	Secured £3,000 ward pot funding for production of Newsletter & groups now formally working together with a Memorandum of understanding.
<b>Broomhall Youth Sub Group</b>	5	All year – 6 group meetings.	Groups successfully submitted a joint funding bid seeing 2 new community workers employed
<b>Stocksbridge ABCD Group</b>	8	4 Months – 2 focus groups, 3 other meetings	Focus groups held, plans made for future community approach to volunteering and volunteer training delivered. Saving c.£6,000 from grant as this was delivered for free.
<b>Richmond</b>	10	1 Month – 2 planning meetings.	VAS facilitated groups to come together to explore working together. Ward grant application submitted.
<b>Total</b>	<b>38</b>		

*“We had excellent support from the VAS team, who facilitated focus group workshops and training for active members of the local community. Because this was provided free of charge, we were able to increase the Community Grants Pot from £2k to £8.5k which directly supported activities within the local community”.*  
*Mary, PKW Volunteering Project, Stocksbridge*

### **Reported impact**

As a result of our support and advice:

- *100% of groups agreed or agreed strongly their knowledge had increased.*
- *Over 80% of groups agreed or strongly agreed our support enabled the group to grow.*
- *Over 95% of groups reported increased confidence.*

## **Getting organised – starting up - Case study - PINC (People in Need of Care)**

### **The story**

PINC were directed to VAS by our partners South Yorkshire Funding Advice Bureau (SYFAB) after looking for project funding. They had a vision but hadn't yet formed a group and so were not in a position to approach potential funders.

Their aim was to improve the health and wellbeing of young people, refugees and asylum seekers through activities and workshops to develop basic skills, build confidence and support mental and physical health. They wanted to provide free 'care bags' of basic personal hygiene and self-care items.

### **What we did**

We helped PINC to work through the process of setting up a new group, establishing need and ensuring that they wouldn't be duplicating the work of other groups. We helped them to understand the options for legal structures for community and not-for profit organisations and decide a suitable structure. They formed a management committee and we supported them to establish a constitution and develop an action plan.

As a result they were ready to start fundraising, so we referred them back to SYFAB who worked with them to identify suitable funders and support funding applications.

### **Impact**

PINC were successful in securing £9,300 of grant funding which enabled them to begin delivery.

They are working with a diverse age range from groups of 14-16 year olds to 45 year old and have delivered a range of workshops and training to their target beneficiaries including mindfulness, yoga and first aid. Looking to the future, PINC is exploring the hosting of counseling sessions.

## Scale and sustain - identify and manage risk - Case study - Faith Hope & Charity

### The story

Faith Hope and Charity (FHC) is a charity shop established to provide activities and work experience for young adults with additional learning needs. The organisation started in 2015 and by 2018 had the commitment of several funders. FHC had the backing to open – but with risks around finances, liability and operations which Trustees wanted to better understand and manage.



### What we did

The development team at VAS supported FHC throughout the journey. During the last year we focused on:

- providing information and guidance where appropriate around how to quantify the financial risks
- identifying specific liabilities relating to signing a lease and operating the shop

We balanced being supportive and encouraging with counselling caution when appropriate and provided FHC with a referral to

professional legal advice for specific advice and support around the lease.

### Impact and the Future

The shop opened in February and it is already building a regular customer base. FHC are now moving ahead to recruit more volunteers and learners with events planned including crafting, upcycling and training courses in manual handling and health and safety. As FHC enters this operational phase and their needs change so will the support we deliver.

## Managing growth and change - Case study - Mums in Need

### The story

Mums in Need supports mothers who are or have been subjected to domestic emotional abuse and violence. They had been operating since 2012 and when they approached us had experienced a sudden period of growth and recently registered as a Charitable Incorporated Organisation (CIO). They needed some help to manage this growth and change.

**Mums  
In  
Need**



### What we did

We worked through our diagnostic to identify areas of strength and where work was needed. This formed the basis for a plan to address and prioritise support.

VAS supported:

- With a referral to SYFAB to address financial sustainability planning with guidance on targeted funding bids.
- With understanding good governance and helping trustees to understand their roles and responsibilities.
- Facilitating a session on impact with a group of trustees, staff and volunteers to identify and articulate the need for their services and the difference they make. This helped them to set objectives and put together an operational plan.
- Training on managing risk, which helped identify and measure risk and enabled them to put together a risk register.
- Recruitment and management of volunteers.
- With accounting and finance matters



### Impact

Mums in Need have strengthened their governance, improved risk management, and can better articulate their impact, which resulted in them securing over £17,000 to support the salary of their Chief Executive Officer.

## Conclusion

The three year programme of infrastructure grant from SCC supports our core work with the voluntary sector, enabling us to develop a team of part-time staff to work flexibly with a diverse range of groups and organisations in the city.

The support we provide helps volunteers and staff manage and deliver impact in communities and work with people safely, professionally and to manage resources flexibly.

In year two of our programme, we have seen a reduction in overall grant, but have responded by developing resources and materials such as core workshops to deliver good practice to groups and worked closely with SCC Community Services colleagues to identify partnership opportunities to ensure we continue to reach as many organisations as possible.

*“Like most community/voluntary sector organisations what we really need is funding! But take this out and what we also regularly need is advice, support or expertise on specific issues and VAS is able to supply this to help meet our ongoing developmental requirements”* Development worker, ISRAAC, Somali Community Association