**Appendix A**

**SERVICE DELIVERABLES**

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| **STRATEGIC ENGAGEMENT, INVOLVEMENT AND DEVELOPMENT** | | |
| **DELIVERABLES** | **PERFORMANCE MEASURES** |
| Develop strategies and services that enable the voluntary sector operating in Wandsworth to become more sustainable, effective and strategically engaged with local priorities through the provision of a strategic engagement, involvement and development function. | Annual Work Plan |
| Proactively promoting growth and development of local provision of services | State of the Sector Report in Year 2 |
| Support the Contracting Bodies to engage and consult with the voluntary and community sector; and ensure consultations and their results are effectively communicated with the voluntary sector. |  |
| Provide intelligence through the performance monitoring and contract development arrangements to the Contracting Bodies on local needs, gaps and voluntary sector provision of services. Provide information to the Contracting Bodies to enable them to take a strategic overview of the borough’s voluntary sector resources, services and priorities. |  |
| Proactively identify opportunities for partnerships and encourage collaboration between organisations, including between statutory and voluntary sector partners, and borough and non-borough based organisations. Facilitate resolution of issues around competition and conflict within the sector. |  |
| Co-ordinate the Health and Well-being Voluntary Sector Group  Provide and take part in regular two-way communications that ensure effective dissemination of information to the voluntary and community sector and its partners | X 3 a year  E-newsletter (monthly minimum)  Urgent updates and notifications issued as appropriate  Minimum number of organisations receiving regular communications = 300; continuous annual improvement of 10% |
| The Service Provider will convene and host voluntary sector forums. | Four forums per annum  Minimum attendance 30 organisations |
| Provide advice and support to the CCG and Council on the voluntary and community sector, and how it relates to meeting local health and adult and social care outcomes. |  |
| Produce a map of local forums and forms of engagement. |  |
| **CAPACITY BUILDING** | |

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| **DELIVERABLES** | **PERFORMANCE MEASURES** |

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| Information, advice, training and capacity building to voluntary and community organisations to create a thriving third sector. These should include, but not limited to:   * 1. Funding advice service including, but not limited to, one to one funding advice, review of funding applications, and support in research and identifying funding opportunities, sustainable funding strategies, commissioning and tendering.   2. Financial management, including but not limited to charitable accounting rules, full cost recovery, budgeting, financial controls and procedures.   3. Business and contingency planning.   4. Governance including, but not limited to advice on legal structures for organisations and Trustee recruitment.   5. Workforce development.   6. Safeguarding of vulnerable adults and children.   7. Quality assurance   8. User involvement and engagement   9. Equality and diversity   10. Voluntary, community and social enterprise start-up advice.   11. Facilitate a “time-bank” for organisations to swap skills and expertise.   12. Support and advice to organisations to develop services that individuals want to buy.   13. Facilitate the development of new service delivery models, including consortia and social enterprises. | Levels of satisfaction from voluntary organisations….[or include this in quality measure below?]  Minimum participants in training and advice in strategic engagement = 100 per annum; continuous annual improvement of 10%  Minimum number of organisations represented through local consultations = 300  Minimum 20 organisations develop financial plans per annum  Minimum of £250,000 non-borough resources secured by organisations to be spent in the borough  Minimum of 10 organisations per annum starting to sell their services to individuals in receipt of a personal budget  Minimum of 4 new service delivery models developed in the borough e.g. consortia, merger or social enterprises. |
| Identify and develop key market development areas in consultation with the Contracting Bodies. |  |
| Provide training, advice and development work to enable organisations to engage with strategic forums within the Borough, understand local agendas and how their services fit within the range of Wandsworth provision | Minimum participants in training and advice in strategic engagement = 100 per annum; continuous annual improvement of 10% |
| Provide support and guidance to voluntary and community organisations on how to successfully recruit and retain volunteers, particularly with different circumstances and from different backgrounds. |  |
| **QUALITY MEASURES** | |
| Response rate to enquiries |  |
| 360 degree feedback |  |
| Annual independent survey |  |

The Service Provider will provide all necessary information as required by the Council and the CCG in support of this process. Information will include, but is not limited to:

1. Survey statistics
2. Compliments and complaints records
3. Information from service user consultations
4. Feedback and statistics from organisations not currently engaged
5. Provision of required reports and databases
6. Training, delivery and voluntary sector forums.