

## Presentation – Voluntary Support North Surrey

Portfolio	Transformation
Ward(s) Affected:	All

### **Purpose**

**To receive a presentation from Voluntary Support North Surrey.**

### **Introduction**

1. Voluntary Support North Surrey (VSNS) provides a support service for voluntary organisations in both Surrey Heath and Runnymede. (Surrey Heath organisations total 320.) VSNS has two separate office locations in Camberley and Chertsey with the two offices sharing back office functions. One of the roles of VSNS is to develop and promote volunteering which totalled 324 placements for the year ending 31<sup>st</sup> March 2015.
2. Also, over the past years this organisation has strengthened its services around advice, governance and training on quality standards and funding information. Over the past year this has boosted funds to local organisations of £250,000. This is combined with assisting over 170 organisations in providing specific information, guidance and training i.e. charity law. VSNS has achieved a 95% satisfaction rating from an independent survey of their members.
3. VSNS also administers the vetting and barring service for local voluntary organisations, which is a crucial safeguarding need within our community. Over the past year the organisation has become the representative of the voluntary sector on the Urgent Care Boards and Integrated Care Agenda to enable this sector to deliver local plans based upon areas of need.
4. The corporate volunteering and engagement programme continues to gain momentum with local businesses supported to deliver 32 community events which involved 650 corporate volunteers from Eli Lilley, Johnsons Wax, Premier Inn, Enterprise Rent-a-car, M+S Brooklands, ADP and British Airways. The service level agreement also includes development work within areas of deprivation i.e. the Old Dean and St Michael's wards, and support for the Surrey Heath Show.
5. Voluntary Support North Surrey will be represented at the meeting by Arthur Birkby MBE, Chairman and Solette Sheppardson, Chief Executive Officer.

### **Service Level Agreement**

6. The Council has an annual service level agreement with VSNS, which sets out the expectation of either party in return for an annual grant currently standing at £30,000 per annum. During the previous year 2015/16 the following requirements were set out in the agreement.

<b>2015/16 Service Level Agreement Requirements</b>	<b>2015/16 Service Level Agreement Achievements</b>
To support the projects in the areas of Old Dean and St Michaels.	Achieved.

To support the delivery of the Surrey Heath Show.	Achieved.
To maintain a service that is accessible from a Surrey Heath Location 5 days a week.	Achieved.
To deliver the outcomes specified within the SCC partnership funding agreement.	Achieved.

7. Within this year's agreement (2016/17) VSNS has agreed to deliver the following services:
- To deliver the outcomes and outputs specified within the 2016/17 Partnership Funding Agreement with Surrey County Council, the Clinical Commissioning Groups and Runnymede Borough Council.
  - To deliver the 2015-18 business plan, and provide updates should this change throughout the year.
  - To continue to work in areas of deprivation by supporting community groups to sustain their development in key areas being the Old Dean and St Michael's wards. To undertake a watching brief and feedback to the council at these meetings if council staff are not available.
  - To support the organisation and operation of the Surrey Heath Show.
  - To promote awareness of the services offered by VSNS, by attending a minimum of 6 community events.
  - To maintain an office base within Surrey Heath that is available from 9-4pm, Monday to Friday.
  - Acknowledge the support of the Council in all its publicity.
  - Maintain audited accounts to be provided as requested by the Council.
  - To embed a community fundraising strategy that builds the organisations financial independence
8. Ongoing monitoring of the service level agreement takes place throughout the year by Council Officers and Council Representatives on Outside bodies. The Council Representatives on Voluntary Support North Surrey are Cllr Paul Deach and Cllr Daryl Ratiram (sub).

#### Financial Sustainability

9. It is expected that the costs in 2016/17 will be £266,500. The VSNS board have agreed that from 2017 the organisation will operate with a balanced budget, and will reduce their staff levels accordingly. The accessible reserves at 31 March 2015 were £9,130, and a further £224,000 is available through a draw down scheme held by Surrey Community Foundation from which £150k is ring fenced.
10. VSNS are now located in the Ian Goodchild Centre, along with Surrey Heath Age Concern amongst other groups. The partners have entered into a 5 year lease from October 2014 which provides a reducing scale rental subsidy over this period starting with 100% subsidy in year 1, this reduced in October 2015 to 90%, with a total reduction to a 60% subsidy in year 5. The organisation is also liable to pay a service charge which has resulted in net increases in their costs.

## Recommendation

11. The Committee is asked to consider the presentation and consider any future steps which Members would wish to recommend to the Executive and/or Council.

Background Papers: Revenue Grants to Voluntary Organisations Executive Report (January 2016)

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