

SURREY INFRASTRUCTURE CONSORTIUM

Newsletter

December 2007

Issue 1

Action Groups:

- Quality standards
- Human resources, training & workforce development
- Business planning & marketing
- Procurement & bulk purchasing, environmental issues
- Social enterprise

Inside this issue:

Best Practice Guide	2
Training Bursaries	3
Quality Standards	3
Social Enterprise Support Scheme	3
Working Together Project	4
ICT Support Programme	4
Community Development Network	4

Who We Are and What We Do

Surrey Infrastructure Consortium is made up of representatives from a range of voluntary and community sector groups, local borough and district councils, Surrey County Council, Surrey Police, and Surrey Primary Care Trust. Funded by the ChangeUp programme, now known as CapacityBuilders, an infrastructure development and action plan to provide support to the sector was produced for Surrey based on an extensive consultation

with voluntary and community organisations. Surrey Infrastructure Consortium has been responsible for implementation of the plan ensuring improvements in infrastructure support for frontline voluntary and community organisations in Surrey. When the Surrey Infrastructure Development Plan was launched in April 2006, it had an action plan covering 21 different activities, based on comments received from the extensive research from the ChangeUp work. Its

target was to deliver all these activities by 2014.

It was agreed to merge various topics together in order to set achievable tasks which would implement the overall plan and then each new group recruited an Action Group who would work together to meet the tasks. Each Action Group reviewed the outline in the plan and where possible has been working towards delivery. This newsletter outlines progress so far.

Consortium Vision and Mission Statement

Surrey Infrastructure Consortium aims to increase the capacity of the voluntary and community sector in Surrey by ensuring effective and equitable infrastructure support. By 2014 the voluntary and community sector

in Surrey will:

- Have a voice that has impact
- Offer high quality service
- Have a well-trained workforce of volunteers and staff

- Be sustainably resourced
- Be supported by efficient infrastructure services



FUNDED



Best Practice Guide

Several of the action groups are involved in producing toolkits to support the work of frontline organisations in Surrey. Printed versions of some of the toolkits will be compiled in ringbinders branded as *The Best Practice Guide*—see design below. Some of the toolkits will be available online.

The toolkits currently being produced are:

- Business planning
- Marketing
- Human resources

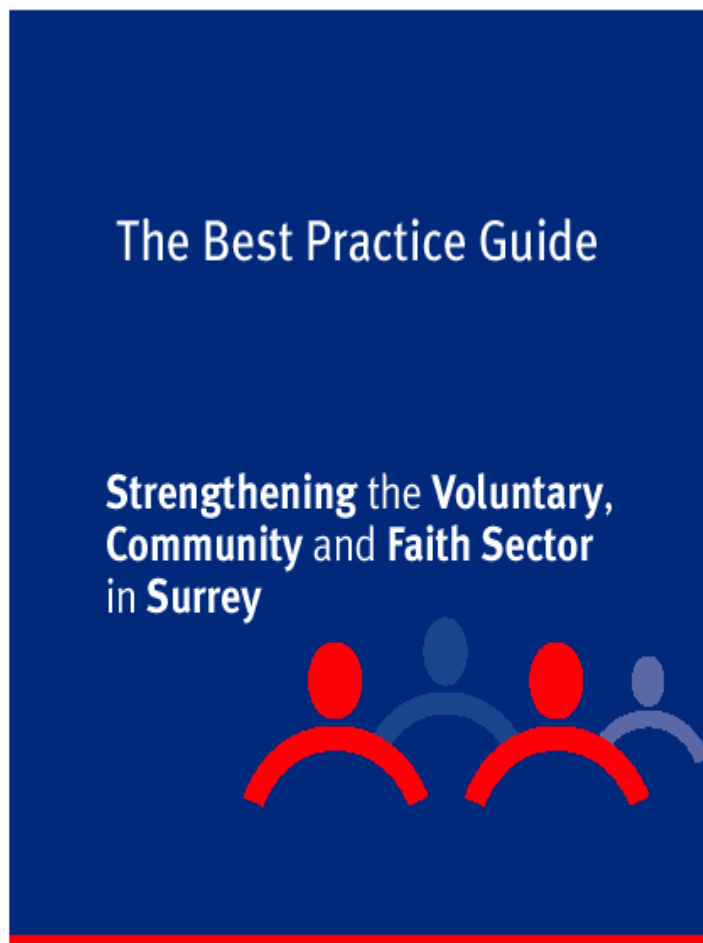
Also being planned are:

- Financial
- Funding
- Quality standards

Infrastructure organisations in Surrey will attend training sessions to learn how to use the toolkits to support frontline organisations.

The Best Practice Guide will be launched in March 2008.

*The Best Practice
Guide will be
launched in March
2008*



Training Bursaries

This project provides grants to small voluntary and community organisations to use towards the cost of their staff and volunteers attending short training courses. There are two schemes in place. The first is the existing bursary scheme offered to people wishing to attend

courses run by Surrey Community Action, which has received additional funds through the project. For further information contact Ann Meager at SCA Training on 01483 459292 ext 238 or email annm@surreyca.org.uk. To date 60 people have been supported to attend training

courses through the scheme.

The second is a new scheme for people wishing to attend courses run by other organisations. For further information contact Allison Enenche telephone 01483 459292 ext 228 or email allisone@surreyca.org.uk.

Quality Standards

The original survey identified a lack of understanding by groups and trustees of any benefits to them or their beneficiaries of going through the process of a quality scheme. Few realised how a quality scheme could help them to improve their services, attract funds, etc. This project helps to

address this situation. A Quality Standards Awareness Day was held in March 2007. This was very well attended. PQASSO quality standards packs were given to 25 of the organisations that attended, and they will be offered ongoing support. Two people will attend training to become mentors to

support organisations that undertake PQASSO.

It is planned to hold workshops for specific quality standards, and to roll out other quality standards including IIP and Charter Mark to interested frontline groups. Details in the next newsletter.

Few groups realised how a quality scheme could help them to improve their services, attract funds, etc.

Social Enterprise Support Scheme

The project aims initially to address the issues of a lack of communication and understanding of social enterprise, which were some of the issues identified in the ChangeUp survey. Linking with the work of Business Link, SEEDA and the Social Enterprise network within Surrey, the

action group has commissioned social enterprise case studies (at least one per borough – a total of 11 or 12) and a social enterprise directory. These will be shared widely with all key stakeholders and will be available for download by anyone wishing to understand more about social

enterprise within Surrey. A leaflet is being designed for businesses on the “adopt a charity” theme.

For further information contact Ed Baker telephone 01483 459292 ext 204 email edwardb@surreyca.org.uk

CONTACT:
HELEN THOMAS
CONSORTIUM
DEVELOPMENT WORKER

Surrey Infrastructure Consortium

Surrey Community Action
Astolat
Coniers Way
Burpham
Guildford
Surrey GU4 7HL

Phone: 01 483 459292 ext 234

E-mail:
helent@surreyca.org.uk

*Strengthening the
Voluntary, Community
and Faith Sector in Surrey*

This newsletter will be published on an occasional basis with the purposes of:

1. Inviting you to participate
2. Informing you of progress

Working Together Project

A new series of three linked workshops has recently been developed to help frontline voluntary and community organisations in Surrey to explore how they can work together to meet the needs of their users and to explore new and in some cases innovative ways of delivering public services. The *Developing Effective Partnerships* workshop on 6 December will

provide training and facilitated discussion of partnership development tools and techniques that will help organisations to build the basis for sustainable relationships. In *Secrets of Successful Tendering* on 10 January and *Legal Aspects of Tendering in Partnership* on 15 January, participants will explore collaborative bidding for contracts and will increase their

knowledge and understanding of how to do this effectively, including addressing the legal implications of working together and exploring the legal structures that could be used in bidding for funds. There has been overwhelming demand for the sessions and it is hoped to run a second tranche in the New Year, dependent on funding. Details from Allison Eneche 01483 459292 ext 228.

ICT Support Programme

Organisations in Surrey have identified the need for various levels of Information Communication Technology support. This project has used qualified IT consultants to research the ICT support needs of 16

frontline groups by performing an ICT healthcheck. Feedback from the groups has been extremely positive. A report of these healthchecks is being written and will be available to all partners. This will

allow an up-to-date view of ICT provision across the voluntary sector in Surrey. This will inform plans for future development work, and will be shared with a wider range of organisations.

Community Development Network

This project aims to increase the promotion of good practice amongst paid and volunteer community development workers in order to improve services within local communities, by establishing a community development / social inclusion network for workers. The project will facilitate regular networking,

development and training meetings on at least a quarterly basis. The project is progressing well. The first meeting was held in February, and a second in September. Significant work has been carried out to increase the attendance and people linked into the network. This has been supported by Surrey County Council carrying out a

community engagement questionnaire with CDWs and organisations working with communities which helped to raise the profile of the network. A number of presentations have been lined up for the next meeting in January 08 including the Surrey Community Foundation and feedback from the SCC research.