

## Community Action in Portsmouth

### Background

Community Action Hampshire (CAH) the county-wide support body for the Voluntary and Community Sector (VCS) successfully tendered for the Portsmouth City Council contract for VCS Infrastructure services in the city starting on 1 July 2012. The contract is to ensure Voluntary and Community organisations (VCOs) operating in the city have high quality support services enabling them to work in an informed, effective and sustainable way.

The contract comprises two parts:

1. Capacity Building and Support to the Voluntary and Community Sector
2. Co-ordination, Engagement and Representation (Voice)

CAH has established a Portsmouth specific service called **Community Action in Portsmouth** with an office base at: The Cathedral Innovation Centre, St Thomas's Street PO1 2HA

The service is staffed by:

**Jacky Charman – VCS Development Officer.**

Tel. 07801 379 669 e-mail [jacky.charman@actionhants.org.uk](mailto:jacky.charman@actionhants.org.uk)

Jacky will lead on delivering support directly to VCOs across the city on an 'outreach' basis to ensure it is accessible and responsive to the needs of those who need it.

**Hollie Watson – Project Manager (CAP & Hampshire School for Social Entrepreneurs)**

Tel: 01962 857381 e-mail [hollie.watson@actionhants.org.uk](mailto:hollie.watson@actionhants.org.uk)

Hollie will be supporting the VCS networks to ensure they are effectively coordinated and engage with the statutory sector.

### Overarching Principles of the Community Action in Portsmouth Service

**Customer focused** – understanding VCS needs and the needs of the city of Portsmouth with a commitment to continuous improvement. The service will be:

- **Responsive** – Provide an appropriate level and type of service based on an evidence based understanding of the needs of the VCS local and nationally.
- **Enabling** – support VCOs to be well informed, fulfil their potential and improve sustainability.

## Appendix 1

- **High quality** – timely, appropriate support and signposting tailored individual needs of organisations.
- **Professional** – services delivered by suitably qualified, recruited and trained staff.
- **Flexible** – Deliver where and in a way that meets the needs of individual local organisations.
- **Collaborative** – working in partnership with others to:
  - Share and act on learning about what works and benefits the local VCS
  - Develop co-ordinated services
  - Signpost to the best sources of support when needed
- **Independent** – respects and upholds the Voluntary and Community Sector's role to lobby campaign and challenge to influence both policy and practice.

## General Requirements of the service

- Focus on infrastructure support and help VCS organisations to develop new services
  - Through outreach support and training
- Deliver some support services from locally accessible bases in all city areas, working alongside community organisations
  - working alongside established groups and networks
- Reflect the diverse nature and communities of interest of Portsmouth by geographic areas and groups
  - engaging with diverse groups via established networks and developing relationships with others.
- Help to communicate with the VCS and different communities through a range of methods
  - Face to face; on-line; social media; newsletter
- Have named people who will lead and provide professional advice in specific areas of support
  - Hollie & Jacky, the dedicated team
- Have a structure, and operate to make the most effective use of available resources and sustain the service in the longer term
  - Two dedicated staff members supported by Liz Donegan Head of Services at Community Action Hampshire

## Appendix 1

- Operate with respect for equality & diversity as an organisation
- Community Action Hampshire has a fully up to date Equality and Diversity policy
- Work with the TLI Core Partners to transform infrastructure service on the city, irrespective of the outcome of the TLI bid, and develop and agree priorities for this specification in years two and three
- The CAP service has taken note of the consultation from the TLI work and has established links with the TLI Core Partners
- Work with the Community Network and other existing voluntary sector networks to design and deliver services for the future
- CAP is supporting the Community Network to review its strategy and role

## Outcomes

### 1. Capacity Building and Support to VCS

**Purpose: A range of high quality and accessible support mechanisms will be available for the diverse frontline groups in Portsmouth. They will improve sustainability, raise quality, and help organisations to become outcome focussed.**

1. Voluntary and Community organisations supported by the service work more efficiently and effectively. Direct support, training and signposting to appropriate expertise through the service will include:

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|--|---|
| • Human Resources                            | • Develop an outcomes focused approach        |
| • ICT  | • Leadership and management                   |
| • Governance advice                          | • Managing equality and diversity             |
| • Funding advice including income generation | • Changes in legislation, policy and practice |
| • Business planning                          | • Communications and marketing                |
| • Commissioning and procurement              |   |

2. Internal policies and procedures, including governance of Voluntary and Community organisations are strengthened by the support provided through the service.

3. Support, professional advice and good practice guidance is provided on a range of specialist services to the diverse frontline VCS

4. VCOs are well informed about changes in legislation and policy that affect them, their volunteers and their service users.

1. 5. VCS groups are supported to deliver their services effectively and efficiently to provide maximum impact

## **2. Co-ordination, Engagement and Representation (Voice)**

**Purpose: The voices of the diverse frontline voluntary and community groups in Portsmouth are heard by all appropriate strategic bodies and partnerships through identified representatives.**

2. There are effective communication channels that enable a dialogue between the Voluntary & Community Organisations and their partners in the city.
3. Diverse voluntary and community groups across Portsmouth are involved in consultation on planning and developing policy, as required by funding partners and partnerships.
4. A fair, agreed and transparent system of supported, trained and effective VCS representation is established and co-ordinated to communicate the diverse 'voices' of VCS in multi-agency partnerships and provide an agreed (by VCS) representational mandate for the sector.
5. An integrated database of frontline VCS groups by type of interest and service provided in the city is established and maintained from which information will be available on request to partnership organisations for the benefit of the VCS.
6. The value and work of the VCS and its potential positive impact on sustainable service delivery is effectively promoted with key stakeholders.
7. The Portsmouth Voluntary and Community Sector Framework incorporating the Portsmouth Compact is implemented.

<http://www.portsmouth.gov.uk/yourcouncil/18480.html>

There is flexibility in meeting the changing requirements from funding partners and emerging needs of the VCS.