

# Change Up

## Support Programme



**MODERNISATION OF VCS  
INFRASTRUCTURE - SOUTH WEST**

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**Government Office wish to confirm that the ChangeUp spend period for the current year 2005/6 runs to the 30th June 2006. Delivery of investment/work plans can be extended to that point.**

## **Change Up September E-Bulletin**

**Welcome back from the Summer break! Didn't it go fast!**

**Here is the second edition of the Change Up Support e-Bulletin. As you can see it is shorter and less heavy than the first edition, which should make it easier to download into your computers.**

Thank you for your feedback after the first edition of the e-Bulletin, especially in regards to the membership of Consortia / Thematic groups and their respective contact details. We will try and keep this information as up to date as possible. Please do keep us informed of changes in Consortia / Thematic membership and contact details.

The Change Up Program is now gathering momentum as it moves from planning & bidding to implementation. The first quarterly monitoring forms have been completed, the second are due by the

30th of October.

This second edition of the e-Bulletin consists of articles from participating organisations, National Hubs and regional coordinating groups. Many thanks for all the contributions.

All e-Bulletins, along with other Support Program documents, are available on the GOSW Intranets site, which you can access as a GUEST:

<http://changeupsw.intranets.com/login.asp?loc=&link=>

We hope that you find them of use and of interest.

Please be aware of the Support Events which are now available. Before Christmas 05 we are running support events on *Sustainability & Life After Change Up*, as well as the development of the *South West Infrastructure Plan*.

If you are wanting to attend

these (free) events please do make use of the Booking form which is contained in this e-Bulletin and also available on the GOSW Intranets site.

The *South West Infrastructure Plan (SWIP)* is now in the process of being developed. It is hoped that this document will reflect the infrastructure priorities for the region as well as for individual Consortia and Thematic groups.

The document could assist Consortia and Thematic groups in engaging with both the new National Capacity Builders agency as well as respective Local Area Agreements in the future.

Please read on for more information.

Thank you and best wishes,

**Gina Aylward**  
**David Baines**  
*Change Up*  
*Support Program*

# Consortium Network

**The Support Programme would like to facilitate a meeting for Consortium members across the region that could, if wanted develop into a Consortia Network.**

The Network could enable Consortium members meet on a regular basis and share information and learning. This would enable members to update regularly on matters of interest and concern and discuss issues such as how they want to contribute to the South West Regional Infrastructure Plan

(SWIP) and their representation on the Regional Steering Group.

The Support Programme will be contacting Consortia through their Lead Agencies to gauge the interest in this opportunity. If you are interested in attending or want further information contact:

*Gina Aylward*  
*gina@southwestforum.org.uk*  
*or your Consortium Lead Agency*

## Workforce Development Update

**South West Forum is managing a regional thematic project, in collaboration with Learning Curve, to increase workforce development in the voluntary and community sector in the South West region. Workforce development is about developing the people in your organisation in order to improve the way you deliver your services. It includes volunteers, paid employees and trustees.**

As part of the project a series of events are being held from October- December 2005. These include six half day learning events for paid and unpaid workers in the VCS, a consultation event for black and minority ethnic organisations and a large regional conference bringing together everyone with an interest in workforce development in the VCS.

The half day learning events are being repeated across the region. They will examine how workforce development can be helpful, share information and identify key issues and priorities. They are being led by Alison Lewis, previously Head of Skills and Development at Oxfam.

The dates and venues for these events are:

**25 October 9.45 – 12.15**  
*Kingston Maurward College, Dorchester*

**25 October 2.15 – 4.45**  
*Milford Hall Hotel, Salisbury*

**9 November 9.45 – 12.15**  
*Duke of Cornwall Hotel, Plymouth*

**9 November 2.15 – 4.45**  
*The Exchange, Bridgwater*

**10 November 9.45 – 12.15**  
*The CREATE Centre, Bristol*

**10 November 2.15 – 4.45**  
*The New County Hotel, Gloucester*

In addition, there will be a half day event for organisations to discuss specific workforce development issues relevant to black and ethnic minority organisations, building on Black South West Network's 'Snapshot' report. This will take place from **12.30 – 3.30 p.m. on 11 November** at the *Albemarle Centre, Taunton*. The event will be led by Alison Jones, founder and Chief Executive of The Stepladder Foundation, an organisation focusing on black and minority ethnic leadership.

The events will culminate in a large regional conference on 6 December at Taunton Rugby Club. This will bring together delegates from the public, private and VCS. The conference will feature inspiring speakers such as the best selling author Dr Bill Lucas and include workshops on:

- (1) Working Together*
- (2) Lessons we can Learn*
- (3) Innovative Approaches to workforce development.*

**Further information and a booking form is available from the South West Forum website**

*[http://www.southwestforum.org.uk/index.php?content=wd\\_events](http://www.southwestforum.org.uk/index.php?content=wd_events)*

# Capacity Builders!

**The government has recently announced that there will be further funding available under the ChangeUp programme for 2006/07 and 2007/08 – around £35 million nationally for 2006/07. The Home Office is establishing a new national agency, Capacity Builders, to manage this funding and is currently consulting on delivery mechanisms and funding criteria.**

Around £7 million of the 2006/07 money will be allocated for “continuation funding” to maintain the momentum of consortia and support a limited number of “high quality” projects. That probably means no more than about £750,000 for the South West. Decisions on continuation funding will be made at regional level. All other investment decisions will be made by the new Capacity Builders agency, informed, it is hoped, by the emerging regional plan.

Considerable emphasis is being given to linking sub regional consortia and local infrastructure development plans to the emerging Local Area Agreements. This is seen as crucial to the process of building local public sector support for infrastructure provision and moving towards that elusive concept - “sustainability”. This is an important message for all involved in the Change Up programme. Remember, Local Area Agreements will soon cover the whole country!

**For more information visit:**

[www.changeupsw.intranets.com](http://www.changeupsw.intranets.com)

[www.southwestforum.org.uk](http://www.southwestforum.org.uk)

[www.nacvs.org.uk/resources/cbis/latest.shtm](http://www.nacvs.org.uk/resources/cbis/latest.shtm)

[www.homeoffice.gov.uk/comrace/active/developing/infrastructure.html](http://www.homeoffice.gov.uk/comrace/active/developing/infrastructure.html)

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## The South West Infrastructure Plan (SWIP)

**Work on developing a SW Infrastructure Plan (SWIP) started in July 2005 and has been continuing over the summer months under the direction of the Strategy Sub Group of the SW Infrastructure Steering Group.**

The first phase of the Plan is currently with Change-Up Consortia and Thematic Projects for them to update and amend. This first phase is called ‘*Current ChangeUp Priorities and Links between Regional and Sub-Regional Development Programmes in the South West*’. This document has been collated by Black South West Network’s Knowledge Manager Project. It brings together in one document all the current infrastructure development activity happening regionally and sub regionally through ChangeUp. This will be amended with comments and contributions from the Consortia and Thematics in order that it may be able to influence the monies being made available to the region through Capacity Builders and in negotiating Local Area Agreements.

Phase 2 is also being planned as timescales are tight. It is anticipated that the final document will be ready

in early 2006. A regional consultation event is being held on **30th November 05** where representatives from all key stakeholders will be invited to attend including Consortia, Thematic projects, Steering Group members, and Government Office and Public Sector partners. Invitations will be sent out in late September but please pencil the date in your diaries.

It is hoped that the Active Communities Unit will attend and present the national perspective on the VCS infrastructure modernisation process. There will also be a regional representative from the Big Lottery to talk about their future funding of the sector. Working groups will focus on identifying the priorities for regional and sub regional activities under the 6 High Level Objectives and 3 Cross Cutting Themes of ChangeUp and any other agreed priorities. There is a tremendous amount to be achieved and agreement for the next stages is hoped to be established by the end of the day.

*Gina Aylward  
Change Up Support Program*

## ‘Anchors away!’

**Community Anchors Together** otherwise known as CAT is a new alliance of networks in the South West. We have come together to assist our members and other likeminded organisations to tackle improving performance in enterprising ways. The partnership is made up of the Development Trusts Association, BASSAC, the Scarman Trust, RISE and Black South West Network.

The aims of CAT are to assist people to help themselves through access to the latest tools and learning for improved organisational performance and quality of service. Increased financial sustainability through honing community enterprise skills, asset development and general organisational knowledge is intended. Additionally, through cultivating links and learning opportunities between networks peer support and exchange may be developed.

Over the summer we have been busy launching the programme of activity and planning the events to be held this autumn and winter. A successful networking day in Taunton provided an opportunity for people to get to know one another and view the opportunities available over the coming months.

Activities within the programme include a networking conference (February 2006); community enterprise health check; development through diversity, community enterprise and asset based development training; strategic review and a mentoring programme.

**If you are interested in finding out more on the work of CAT then please contact Charlotte Marwood from the DTA on 01453 519177 or email [c.marwood@dta.org.uk](mailto:c.marwood@dta.org.uk).**

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## Call for Expressions of Interest: Collaborative Partnership Workshops

As part of the Change Up Support Program we are in a position to be able to offer workshop support on ‘Collaborative Partnerships’. We would like to take this opportunity to ask for your thoughts and feedback concerning this. Is this a priority area of interest for you and your consortia / thematic partners? Please let us know, so that we are able to provide appropriate assistance, possibly in the form of group workshops. For more information please see the Partnership Tool Websites contained later in this publication.

**David Baines:** [davidb@bswn.org.uk](mailto:davidb@bswn.org.uk)  
**Gina Aylward:** [gina@southwestforum.org.uk](mailto:gina@southwestforum.org.uk)

## Recruiting Now!

**Online accredited courses for single parent groups:**

**Managing Your Self Help Group** - Accredited distance learning course for those involved in running groups which include single parents: covers all you need to know to run a successful group. Available online or by post - starts October05.

**Get Heard - Make a Change!**  
*Workshops for single parents Wednesdays 1.30 - 3 from September 28 at SPAN in Easton, Bristol. Learn how to make a difference to the issues that are important to you, eg New Deal, benefits, childcare, employment, training and education. Creche available.*

[jacquie@spanuk.org.uk](mailto:jacquie@spanuk.org.uk)  
0117 9514231

Single Parent Action Network  
ChangeUp Project

## NACVS

### Making the Links

If you have not already seen it, you might be interested in our recent report “*Making the Links*”, which aims to map the connections between existing sub-regional and regional infrastructure investment plans and the national ChangeUp hub themes. You can access this from:

<http://www.nacvs.org.uk/resources/cbis/latest.shtm>

**Dianne Leyland**  
Director of Development  
NACVS

# The DRIVE Program

**The Regional DRIVE (Diversity Racial Inclusion in Volunteering for Everyone) Programme is a new and exciting project which is lead by the Council of Ethnic Minority Voluntary Sector Organisations (CEMVO). CEMVO is working in partnership with 5 key development agencies Volunteering Bristol, Gloucester Centre for Voluntary Services, Exeter Council for Voluntary Service, Cornwall Centre for Volunteers and Volunteering England.**

The aim of DRIVE is to bring a multi-cultural dimension to volunteering, raising cultural awareness, with the purpose of recruiting, supporting and developing volunteers from the Black and Minority Ethnic (BME) communities to volunteer within mainstream organisations.

There are 3 main beneficiaries of the programme:

1. **The Volunteer:** the programme aim is to increase the motivation of BME individuals by empowering the volunteer to assist in their own development and learning.
2. **Host /Mainstream Organisation:** the host/mainstream organisation will benefit as knowledge, understanding and skills of engaging and recruiting people from the BME communities is shared and developed.

As new volunteers engage with the organisation, this will build the capacity of BME people supporting the organisation in effect encouraging diversity of the workforce and assisting to raise the organisations community profile.

3. **The Community:** The community will benefit in the long term as learning, advice and training will be cascaded down to other individuals and organisations the host organisation works with, the aim to strengthen and sustain the voluntary and community sector.

**If you would like to find out more about the work of the Regional DRIVE Programme in your area please contact:**

**Hazel Brittan  
(0117) 989 77 27  
hazel.brittan@emf-cemvo.co.uk**

## Toolkit for Navigating LAAs

**BSWN has produced a toolkit for VCS organisations called 'Navigating Local Area Agreements'. In it we have attempted streamline information about Local Area Agreements to that which pertains to the VCS specifically.**

If you don't know much about Local Area Agreements, this toolkit is a good place to start.

The extent to which the VCS can participate in the negotiation and delivery of outcomes in the LAAs is the extent to which they will have ownership of how VCS work is funded in their Local Area in the immediate future. **Make sure you are not left out of the negotiations.**

Follow this link or find the document on the BSWN website in the resource library, Local Area Agreements folder:

*[http://www.bswn.org.uk/BSWN%20Resource%20Library/Local%20Area%20Agreements/Navigating%20Local%20Area%20Agreements.doc/file\\_view](http://www.bswn.org.uk/BSWN%20Resource%20Library/Local%20Area%20Agreements/Navigating%20Local%20Area%20Agreements.doc/file_view)*

**by Andrew Page  
BSWN**

# The National Governance Hub

The National Governance Hub is one of six national hubs of expertise. All the hubs are part of the Government's Change Up programme and are funded for 2 years by the Home Office Active Community Unit. The main aim of the governance hub is:

*“To lead and facilitate initiatives that catalyse a significant improvement in the quality of governance of voluntary and community organisations in England at national, regional and local level.”*

## The hub has six key objectives. These are:

1. To increase the supply of trustees and board members from within VCOs and from outside the sector and especially from diverse communities.
2. To enhance the knowledge and skills of trustees and board members.
3. To increase the governance capacity of organisations to deliver their missions.
4. An effective marketing & promotion strategy.
5. A widely promoted multi-purpose website and helpline.
6. Action research to promote learning.

## Who is involved ?

The Governance Hub is a partnership of seven voluntary and community sector infrastructure organisations. The organisations are:

- *National Council for Voluntary Organisation (NCVO)*
- *National Association of Councils for Voluntary Services (NACVS)*
- *British Association of Settlements and Social Action Centres (Bassac)*
- *Black Training and Enterprise Group (BTEG)*
- *Association of Chief Executives of Voluntary Organisations (ACEVO)*
- *Charity Trustee Networks*
- *Volunteering England*

The Core Group has been recruiting a staff team who will deliver the work identified in the business plan. They will be in post from Autumn 2005 and the posts are funded until March 2007.

The aim of the hub is to consider the above issues and support or provide co-ordinated activities to address them. By doing this at a national level, examples of good practice can be brought together from all regions and information disseminated from a central point, an overview of regional developments can be maintained and links can be developed with other national hubs. The hub will enable people with an interest in governance to more easily learn from each other and share good practice, so that the VCS can make the best use of its limited resources. The hub can also begin to raise the profile of governance and provide a stronger voice on behalf of the sector for the need for greater investment in this area.

The hub will not be about delivering nor having control over all the work that is taking place around governance in the VCS. It will develop a relationship with regional and sub-regional infrastructure organisations in order to support their activities. We want to work in partnership with existing Governance projects and a priority for hub staff will be to make contact with people who are working around the country on governance, to find out what support they need and what they can offer to others via the hub. All the resources developed by the hub will be available to local projects, and we will support local workers to share their skills and expertise. We are interested to find out about existing mechanisms for sharing good practice, and will aim to strengthen and develop these as needed. The role of the hub is not to duplicate what is already happening in a locality or region, but to support the work and transfer the learning.

It is essential that the hub builds on what is already happening at a national, regional and local level. The hub will be involved in activities and projects that promote the role that governance plays in organisations, raise awareness of the rights, responsibilities and roles of boards and staff members, and help support the development of good governance in organisations of all sizes and types.

*Cont on next page....*

**Examples of activities that the Governance hub will be doing include:**

- *A support programme for governance advisors and trainers.*
- *Promotional campaigns to attract new trustees from under-represented groups and to strengthen the idea of trusteeship as a means of contributing to civil society and gaining personal development opportunities.*
- *Signposting for organisations to support and guidance materials on good governance.*
- *Developing existing governance learning systems and providing telephone support for board members.*
- *National governance helpline for trustees,*

*committee members and those who work with boards, as well as those who may have an interest in becoming involved in governance in the VCS.*

- *Provision and maintenance of a website that contains major sources of information and materials relating to governance.*

For further information on the National Governance Hub, please contact:

**Lorraine Dunk; NCVO**  
**0207 520 2540**  
**lorraine.dunk@ncvo-vol.org.uk**

**www.governancehub.org.uk**

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## Partnership Toolkit Websites by South West Forum

**Effective partnerships (Gravesham BC)**

<http://www.gravesham.gov.uk/media/pdf/0/4/2%20Effective%20Partnerships.pdf>

**Working Together, Learning Together**

<http://www.wtltnet.org.uk/>

**The Nacro Guide to Partnership Working**

<http://www.nacro.org.uk/data/briefings/nacro-2001062503-csps.pdf>

**Partnerships with people**

[www.dti.gov.uk/pwp](http://www.dti.gov.uk/pwp)

**Practice, Progress and Value**

<http://www.lifelonglearning.co.uk/learningcities/toolkit.pdf>

**Market Towns Handbook**

[www.countryside.gov.uk/market-towns](http://www.countryside.gov.uk/market-towns)

**Five Vital Lessons**

[http://fivevital.educe.co.uk/index\\_1.htm](http://fivevital.educe.co.uk/index_1.htm)

**Smarter Partnerships**

<http://www.lg-employers.gov.uk/psd/lgp/>

**Renewal.net**

<http://www.renewal.net/>

**Partnerships Online**

<http://www.partnerships.org.uk/>

**Joining Up to Improve Public Services**

[http://www.nao.gov.uk/publications/nao\\_reports/01-02/0102383es.pdf](http://www.nao.gov.uk/publications/nao_reports/01-02/0102383es.pdf)

**Suffolk Partnership Toolkit**

<http://www.suffolk.org.uk/toolkit.html>

**A Tool for Evaluating Economic Development and Regeneration Partnerships**

<http://www.idea-knowledge.gov.uk/idk/core/page.do?pageId=80749>

**Ourpartnership (NCVO)**

[www.ourpartnership.org.uk](http://www.ourpartnership.org.uk)

## **Call For Corrections and Contributions!**

The e-Bulletin is a communication tool open to all participating organisations within the Change Up Program.

Please let us know of any inaccuracies in the e-Bulletin, so that we can keep information accurate and updated. This would be particularly useful in regards to the contact details which we include.

Please send in any comments, articles, photos & information which you would like to share with the region.

**Please send to / contact: David Baines**  
**Change Up Support Program**  
**davidb@bswn.org.uk**  
**Tel: 0117 939 66648**  
**Mobile: 07985 972 269**

# The net:gain Programme

**The aim of net:gain is to enable Voluntary and Community Organisations (VCOs) to develop a practical understanding of the use of ICT, appropriate to their own needs and to those of the communities they serve.** net:gain will stimulate demand for ICT in the sector, by engaging, informing, and educating its leaders and managers. net:gain centres will form a strong and flexible infrastructure with national coverage. They will relate to VCOs as trusted peers, and work in partnership with other providers, programmes and stakeholders, to provide high-quality local delivery.

## Context

The case for investment in the ICT infrastructure of the VCS is already well-proven:

- *Poor awareness of the range of options for covering ICT costs, and how to go about planning for this.*
- *A willingness, regardless of organisation size, to engage in strategic planning for ICT.*
- *A tendency in the sector to prefer trusted intermediaries: e.g. local, informal, peer support, face-to-face help.*
- *The need for a flexible service that can fill gaps, signpost and adapt to different needs.*
- *The need to demonstrate high added-value in any service offered, to ensure a willingness in the VCO market to dedicate time and money to the process.*

## The net:gain service

The net:gain service will be delivered through a programme of workshops and ongoing support for Chief Executives, Trustees and other senior staff within VCOs. During the workshops, participants will be guided through the process of ICT planning, including a skills assessment of their staff and volunteers and an information audit of their organisation and clients. We envisage a two stage 'check and plan' process. The aim is to provide tools and techniques to enable delegates to compile their own ICT Action Check List, followed by a simple and clear Strategy, to identify how their needs can be met through:

- *Better application of ICT to their management and processes*
- *Better management of information*

- *Improved internal and external communication*
- *Hardware and software purchases*
- *Internet connectivity*
- *Appropriate training for staff and volunteers*
- *Reviewing arrangements for ICT maintenance and technical support.*

Embedded in this process, peer-to-peer exchange of experience, peer support, and active signposting to local, regional and national opportunities will be of paramount importance.

Following the first workshop, giving each delegate their Action Check List, ongoing support will be available to help participants develop their ICT plan within the workplace. The aim is to provide a long-term support and development relationship between the net:gain centre, other local ICT service providers, and local VCOs.

## The net:gain delivery model

- *Builds upon existing investment in ICT infrastructure, by selecting centres from the network of VCS-based UK online centres. All are established VCOs, based in the heart of communities, many already providing ICT support to other organisations .*
- *Leverages additional government funding to build the capacity of net:gain centres and meet the needs of VCOs. The Learning and Skills Council (LSC) has agreed to ring fence £750,000 of its UK online centre development funding to support this capacity building.*
- *Provides centrally co-ordinated, national coverage with local delivery, close to the point of need.*
- *Uses existing proven materials and best practice, including the benefits of peer support, drawing these into a coherent, quality assured programme.*

**For further information please go to the website:  
<http://www.ruralnet.org.uk/netgain/about.htm>**

# The Events Program

**Please note a change in venues in the events program tabled below!**

The *Sustainability and Life After Change Up* workshops to be held in Plymouth (14th October) and Swindon (21st October) have been combined in **Taunton on the 14th October**. This was done after feedback received from the Rural & Equality Proofing workshops, also to be held in Swindon and Plymouth.

**Events are organised in response to interest and requests from Consortia and Thematic groups. Events can be repeated if there is demand, and follow-up one to one support can also be organised. Please do let us know what your areas of priority need and interest are.**

*David Baines*  
davidb@bswn.org.uk

## Change Up Support/Events Programme

### Advance Notice: Regional / Sub-Regional Workshops

| <b>DATES</b>  | <b>EVENT</b>                             | <b>VENUE</b>   | <b>Facilitating Agencies</b>                 |
|---------------|--|--|--|
| Wed 21st Sept | Rural Proofing / Equality Proofing       | Hoe Moat House; Plymouth                                     | GRCC/ESW                                     |
|               |  |  |  |
| Fri 14th Oct  | Sustainability / Life after Change Up    | Taunton Rugby Club Taunton                                   | Local Government / National Government / VCS |
|               |  |  |  |
| 30th November | Regional Infrastructure Development Plan | Somerset County Cricket Club; Taunton                        | Jenny Archard                                |
|               |  |  |  |
| <b>DATES</b>  | <b>EVENT</b>                             | <b>VENUE</b>   | <b>Facilitating Agencies</b>                 |
| TBC           | Collaborative Partnerships & Networking  | TBC  | TBC  |
|               |  |  |  |
| TBC           | Monitoring and Evaluation Event          | No longer Cleve Hotel, Wellington. New venue To Be Confirmed | To Be Confirmed                              |
|               |  |  |  |
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## Bookings for Events

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Please contact David Baines

davidb@bswn.org.uk ; 07985 972 269 ; 0117 939 6648

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