

## **Planning for Impact, Improvement and Involvement**

### **Template for Voluntary and Community Groups (VCOs)**

The following template contains the key areas to encompass to ensure that you can meaningfully plan and deliver impact, improvement and involvement. This helps you to:

- Plan your approach
- Allocate resources
- Have the right processes in place

### **TEMPLATE**

**Name of Group:**

#### **PART 1**

#### **Business Plan and Contract/Funding Agreement Aims/ Service Aims**

*Example*

- *To provide funding support and information to voluntary and community groups*
- *To support voluntary and community groups with .....*
- *To support older people to....*
- *To enable children and young people to be....*

**List your key aims**

#### **Definitions:**

- **Outputs** - The services and facilities we deliver (quantitative)
- **Outcomes** - All the changes and effects as a result of our work (qualitative)
- **Impact** - The overall difference that a service has made to quality of life (

## PART 2 – Planning and knowing your impact

<b>Inputs and Activities that support the Business Plan and deliver aims</b>	<b>Outputs (to include any contractual targets)</b>	<b>Outcomes for the client/group</b>	<b>Potential benefits that have a social, economic or environmental impact</b>  <i>(Identify benefits that have a clear and demonstrable link - this may not apply to every area – it is better to have 2 or 3 strong examples than 10 weak examples)</i>
<p><i>Example</i></p> <p><i>Deliver a programme of regular funding information</i></p> <p><i>Support VCOs in identifying funding opportunities and submitting funding bids</i></p>	<p><i>Example</i></p> <p><i>Provision of at least 10 funding information articles to each CFNF quarterly newsletter</i></p> <p><i>Circulation of email alerts to CFNF membership – 250 members</i></p> <p><i>Aim to support 30 VCO's per year</i></p>	<p><i>Example</i></p> <p><i>VCOs have access to funding information that will provide them with the opportunity to secure funds to support their services. This will benefit the client group they support</i></p> <p><i>VCOs are supported to bid for funds. The process of writing a bid will support VCOs to develop bid writing skills.</i></p> <p><i>Secured funds from bids will support VCOs to deliver enhanced/ sustained benefits for their client group/s.</i></p>	<p><i>Example</i></p> <p><i>Securing funds helps groups to deliver support to clients. This could have a direct benefit to preventing health conditions and costs to NHS (or other public sector funding)</i></p> <p><i>Potential cost savings will be identified where funding has been secured.</i></p>

## **PART 3 – Involvement, Demonstrating Impact and Planning for Improvement**

### **Mechanisms for:**

- **how the service will capture outputs/outcomes**
- **how clients will be involved**

*Here you need to briefly list the mechanisms you will use and have in place*

*Examples:*

*Database – to record outputs*

*Spreadsheet – to record outputs*

*Case files*

*Questionnaires - clients*

*Annual Survey – clients*

*Feedback forms – clients*

*Focus Groups - clients*

*Records of follow up phone calls to clients – where, for example, a sample of clients is contacted directly to seek feedback*

*Service book/Folder recording client 'instant feedback' – for example feedback received by phone*

*Client 'complaints, compliments ,suggestions' leaflet*

*Etc.*

### **Plans to demonstrate impact**

*Set out how and when you will demonstrate the impact of your service. For example:*

*Press releases - aim for 3 per year that use statistical data and a case study*

*Funders reports - quarterly*

*Annual Report*

*Client newsletter – for example, every 6 months a short 2 page informative newsletter to your client - how services are being improved, new developments, hints and tips on something that would benefit the client. etc.*

*Use in funding bids - so that impact evidence helps demonstrate a service that delivers quality and makes a difference*

### **State the mechanisms for how improvement will be encompassed**

*Here you need to state 'what and when'*

*For example:*

*Quarterly funders service reviews*

*8 weekly team meetings*

*6 weekly case reviews*

*4/6 weekly support and supervision with staff/volunteer*

*Personal and Organisation Development Session – Annual with staff*

**As part of the improvement work set out a development plan for the service**

*This will be based on what clients are saying, any emerging gaps in the service, risks to the service (funding risks etc.), funder's feedback, areas that need to be targeted for development*

*Key headings for the development plan –*

- 1. list the areas for development and why*
- 2. in table format – set out for each development area: what you will do, when you plan to do this, who will do it*