

**TITLE OF REPORT:** Performance Monitoring: Gateshead Voluntary Organisations Council Service Level Agreement

**REPORT OF:** Paul Dowling, Strategic Director, Communities and Environment

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### Summary

Corporate Resources Overview and Scrutiny Committee agreed that the committee should receive a quarterly performance report from Gateshead Voluntary Organisations Council (GVOC) following the implementation of the Service Level Agreement (SLA) with the Council in April 2014.

This report provides an overview of the performance as well as information about the impact of GVOC's role in developing and supporting Gateshead's Voluntary and Community Sector (VCS) between July and September 2015.

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### Introduction

1. Following a review of the Council Voluntary Service (CVS) in Gateshead, Council agreed, in March 2014, to formalise its relationship with Gateshead Voluntary Organisations Council through a Service Level Agreement (SLA). The principle of the SLA is to ensure there is an effective CVS in Gateshead which is supported by the Council and is resourced accordingly.
2. The key outcomes agreed within the SLA are:
  - Strong, creative communities, supported by an excellent Council for Voluntary Service and Gateshead Council
  - An independent organisation representing voluntary and community groups in Gateshead
  - Strong leadership for the development and innovation of the voluntary and community sector
  - Sustainable and growing voluntary and community organisations in Gateshead
  - Increased volunteering
  - Joined up and cohesive package of capacity building support through the Gateshead Offer.
3. It was agreed that GVOC would achieve these outcomes through the following functions:

- Intelligence function: Excellent intelligence about the voluntary and community sector in Gateshead in order to effectively provide services to the sector which meet its needs
  - Capacity Building function for community led organisations: Proactively working with, and targeting voluntary and community organisations and support the development of new organisations. Providing services to small community based organisations through the Gateshead Offer and Our Gateshead website.
  - Volunteers function: Leading and supporting volunteers. Increase the number of volunteers in Gateshead, matching volunteers to volunteer opportunities and supporting volunteers through volunteer co-ordinators.
  - Resources function: Focused on securing funding for the voluntary and community sector and income generation to ensure sustainability
  - Community engagement and development: Delivered through the Gateshead Together Strategy and Delivery Plan and Our Gateshead
  - Representation: Strongly represent the community and voluntary sector in Gateshead, with a focus on smaller community based organisations, and influence through engaging with strategic partnerships and Gateshead based organisations.
4. In April 2015 GVOC notified its members and Councillors that it was facing significant financial challenges.
  5. Following a review and staff restructure, Council agreed, in September 2015, to a reduction to some of the SLA targets.
  6. The report attached (Appendix 1) includes information as to how GVOC has delivered the requirements of the SLA and its wider role.
  7. Appendix 2 contains a response from GVOC to the comments raised by Committee in September 2015.

### **Recommendations**

8. Overview and Scrutiny Committee is asked to:
  - (i) Comment on the attached report and GVOC's performance between July and September 2015.