



# Richmond Council and Voluntary Sector Working in Partnership: Our Approach



# Richmond Council: Our approach to working with and supporting the voluntary sector

Our vision is for a vibrant, independent and sustainable voluntary sector that works successfully with the community and in which everybody involved either as part of an organisation, as a user of services or carer; has a strong voice. This is achieved by a strong and effective partnership between the voluntary and statutory sectors, which recognises and values the unique contribution of the voluntary sector to the well-being of the local community.

The Council is committed to supporting the Borough's diverse range of organisations and volunteers to ensure that Richmond continues to be a wonderful place in which to live. To achieve this goal the Council has a role in helping to build the capacity and infrastructure of voluntary organisations and in maximising volunteering opportunities for local people.

The current economic climate and ongoing demographic changes will heavily influence what services are needed in the future. Financial pressure on public sector budgets will present new ways of working for the sector and statutory partners. There are challenges for all partners and the Council wants to ensure that the voluntary and community sector has the skills and expertise to adapt and thrive in the future, and sees the voluntary sector as a vital partner in improving the life of the Borough. The Council remains committed to maintaining excellent working relationships with the voluntary sector during a time of change.



# Value of the Voluntary Sector\*

In 2013 the total value of the voluntary sector in Richmond was estimated to be **£113,263,602**

It is estimated that there are over 800 voluntary groups operating in the Borough, many of which will be entirely volunteer led. Over half have an income of under £10,000, with 32% having an income of between £10,000 and £100,000 whilst 15% have an income of over £100,000.

It is estimated that the voluntary sector employs the equivalent of 1,640 full-time posts, thereby making a significant contribution to the local labour market and economy.

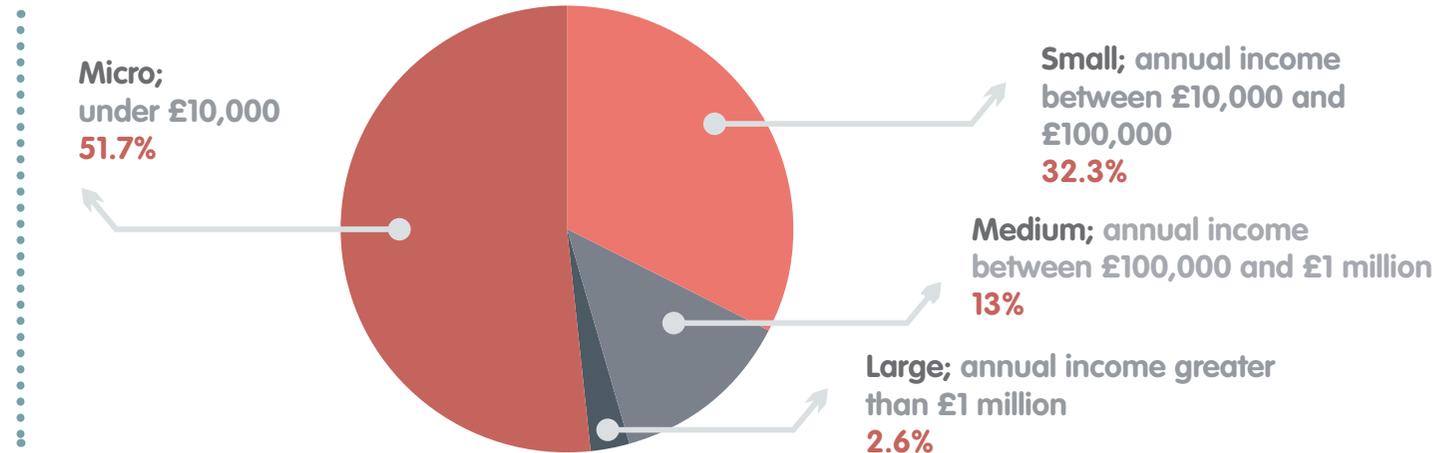
Trustees are vital to the success of the local voluntary sector and it is estimated that there are 4,019 Trustees providing 34,890 hours representing a financial equivalent value of almost £12m.

\* Statistics obtained from: Richmond CVS (2013): State of the Sector Report



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## Voluntary Sector Size of Organisations and Turnover



# Voluntary Sector Priorities 2016-2019

In 2015 the Council consulted widely with the voluntary sector and other stakeholders on local priorities and the areas where organisations would like further support.

The priorities listed below identify our shared aspirations for the voluntary sector, which have informed the range of strategic infrastructure, capacity building and volunteering services commissioned from Richmond CVS and Richmond Adult Community College (RACC) as part of the Community Connections Richmond service.

- A sustainable and independent voluntary sector, which is able to fundraise effectively to meet its priorities
- Greater transparency around strategic support and dialogue between the voluntary and statutory sector, including with health partners
- Strong leadership of the voluntary sector to enable it to exercise greater influence and be supported to respond to new challenges and opportunities
- Targeted capacity building and growth of the local voluntary sector to build resilience and responsiveness
- A new focus on building capacity amongst smaller voluntary organisations
- Support for voluntary organisations to attract new Trustees to help organisations maintain strong governance
- Increased capacity within the voluntary sector to recruit and retain volunteers through both creating appropriate volunteering roles and organisations having the management capacity to support and guide volunteers.
- More creative volunteering opportunities within non-voluntary sector settings e.g. businesses that meet the needs of a new generation of volunteers.
- Infrastructure and capacity building services to be as accessible as possible to voluntary organisations that need their support.
- Support for organisations to enter into successful partnerships e.g. submit joint funding applications, and understand legalities around partnership working.



# Our Commitments

## Working in Partnership with the Voluntary Sector

In Richmond, the Council and the voluntary sector have a long standing history of collaboration and working together in partnership to achieve better outcomes for local people. It is based on a culture of listening to each other and creating a dialogue to explore new opportunities for doing things better and achieving a greater impact.

The Richmond upon Thames Compact [www.richmond.gov.uk/richmond\\_compact\\_statement.pdf](http://www.richmond.gov.uk/richmond_compact_statement.pdf) is a written understanding between the voluntary and statutory sector ([London Borough of Richmond upon Thames](#) and the [Clinical Commissioning Group](#)) as to how they should work together and ensure a mutually beneficial relationship exists. The Richmond upon Thames Compact aims to build upon our existing commitment to partnership working by setting out our shared principles and how we will consult, involve and manage our resources together. The Council works with Richmond CVS on embedding the principles of the Compact in how both partners work together.

Partnerships have also bought financial rewards through joint funding and enterprises. A £1 million dementia care respite centre run by the charity Homelink

was funded by £750k investment from the Department of Health, £250,000 from Richmond Council and other charitable donors.

The Council works with many voluntary organisations and local people in a range of partnerships such as the Village Groups Forum, Children's Strategic Partnership Board, and Homelessness Forum. Our overarching partnership is the Richmond upon Thames Partnership [www.richmond.gov.uk/home/council/how\\_we\\_work/partnerships/richmond\\_upon\\_thames\\_partnership.htm](http://www.richmond.gov.uk/home/council/how_we_work/partnerships/richmond_upon_thames_partnership.htm). For more information about the range of partnerships and contact details please go to [www.richmond.gov.uk/partnerships](http://www.richmond.gov.uk/partnerships)



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# Commissioning services from the Voluntary Sector

**Richmond Council commissions services from the voluntary sector worth over**

**£11,000,000** per annum

Commissioned services bring excellent returns for local people. Our advice service contract with Richmond CAB of £320,000 per annum has brought in £2.7 million in financial gains for Richmond residents in 2015.

In its commissioning role, the Council seeks to provide less direct provision and more services through other organisations including social enterprises and voluntary organisations. The Council's procurement and commissioning processes have been evolving to create greater opportunity for voluntary organisations to be involved in designing services through co-production and in commissioning e.g. revised contract terms and conditions to make them more suitable for smaller organisations, guidance for commissioners, and through meeting the requirements under the Social Value Act. The Council is also committed to using a mixture of grants and contracts with which to secure services for residents. This has resulted in a wide range of services being commissioned from the voluntary sector. We want to see further development of the marketplace through the new capacity building services offered by [Richmond CVS](#) and RACC through the Community Connections Richmond contract. More information on commissioning can be found here on the Council webpages [www.richmond.gov.uk/commissioning](http://www.richmond.gov.uk/commissioning).

Our aim is to continue working in partnership with the voluntary sector through our commissioning frameworks, and we will look for opportunities to strengthen this moving forward with the new shared staffing arrangement with Wandsworth.

Richmond CVS and RACC through their strategic leadership and voice contract will be advising voluntary organisations on how to take part in the commissioning process and supporting the Council in how it develops its commissioning practice.

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# Building Community Capacity

In partnership with the voluntary sector we want to help local people get involved, get active and make a difference to their communities. The Council's Civic Pride Fund offers small grants of up to £5,000 for community based projects, and has helped hundreds of exciting ideas get off the ground, lever in additional funding, and demonstrate the value local people can bring to the Borough.

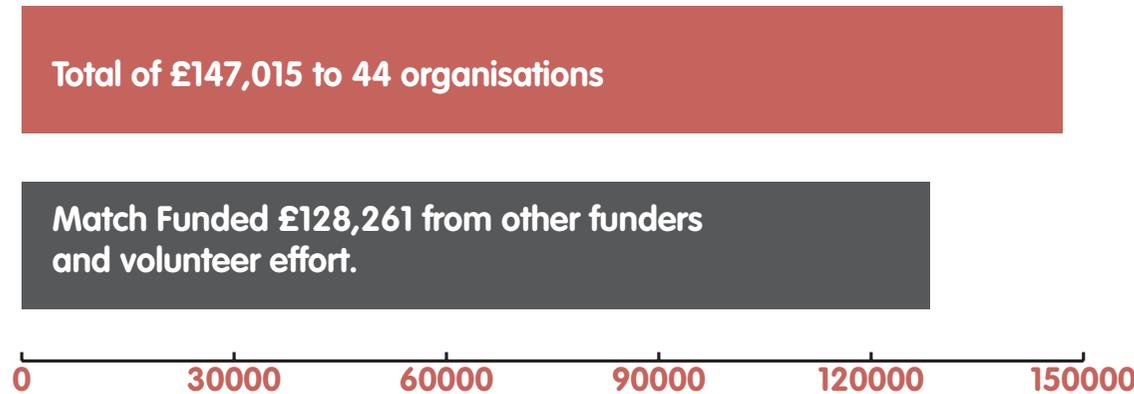
For more information go to [www.richmond.gov.uk/civic\\_pride\\_fund](http://www.richmond.gov.uk/civic_pride_fund)

In 2015 we awarded **£147,015** in grants, to **44** organisations. The average grant was **£3,343**. These grants were match funded with a total of **£128,261** from other funders and volunteer effort.

The Council also promotes community involvement through the Community Links programme. The aims are to keep local communities informed about what the Council is doing; build a better understanding of what community activity

is already happening; identify and promote opportunities for local people to get involved; and help local people and groups find the support they need to take part. More information about the Community Links programme can be found here: [www.richmond.gov.uk/community\\_links](http://www.richmond.gov.uk/community_links)

## Average Civic Pride Fund Grant £3,343



# Leasing Property to the Voluntary Sector

We lease a range of properties and sports facilities to over 40 different voluntary organisations in the Borough. These range from day centres for older people, community buildings to sports facilities for our exciting range of sports clubs operating in the Borough.

The Council values the contribution that these property based services make to our communities. Our aim is to have clear lease and rental arrangements with all voluntary sector occupiers giving them security of tenure and enabling them to grow and develop their services from a solid foundation. Many organisations have separate commissioning arrangements in place to help offset their accommodation costs. For organisations that do not yet have leases in place, the Council is working with them to agree the new leases, including any commissioning arrangements, before they start paying rent. This is to ensure that organisations have ample time and support to adapt to these new arrangements.

For more information go to

[www.richmond.gov.uk/voluntary\\_sector\\_property\\_strategy](http://www.richmond.gov.uk/voluntary_sector_property_strategy)



# Consulting and involving the Voluntary Sector

It is important that the voluntary sector has a strong voice and representation to ensure their individual needs and concerns can influence the development of priorities and design of services.

We involve the voluntary sector through a range of mechanisms; these include when designing new strategies such as the Health and Wellbeing Strategy, feeding into the Joint Strategic Needs Analysis, developing Village Plans, working with the Community Links team and being part of local strategic boards such as the Richmond Partnership. Our aim is to maximise opportunities for the voluntary sector to be involved through online surveys, focus groups, workshops and outreach. Regular meetings of the Voluntary Sector Forum provide an opportunity for voluntary and community organisations to network and learn of new developments. In addition the new services provided by Richmond CVS will be a key communication channel between the Council and the voluntary sector. We are always happy to look at new ways we can further engage with the sector and its users, and would welcome any suggestions.

To find out more about the Council's consultations please go to the online consultation finder [www.consultation.richmond.gov.uk/](http://www.consultation.richmond.gov.uk/)





## Supporting volunteering

It is estimated that there are 18,495 volunteers in the Borough delivering 28,031 hours of volunteering a week. This brings the estimated value to £41m (£41,090,169) per year.

In January 2016 we awarded a three year contract to Richmond CVS, in partnership with RACC to deliver a volunteer recruitment and brokerage service; providing essential support to voluntary organisations to be able to successfully recruit and manage volunteers.

In addition the Council is developing its own specialist volunteer services through the library volunteer scheme. In 2015 over 130 volunteers contributed 3,300 volunteer hours providing invaluable services such as the reading group, home delivery and work club.

To find out more about volunteering go to:

[www.richmondcvcs.org.uk/Volunteering/about-our-service](http://www.richmondcvcs.org.uk/Volunteering/about-our-service)

## Volunteers making the difference

In 2015 4,009 local residents, including many of our older residents were supported through the volunteer driver scheme run by the Neighbourhood Care Groups. There were 17,421 trips by 503 volunteer drivers.

Richmond has eight Neighbourhood Care Groups operating across the Borough providing an important lifeline to over 4,000 older people who are isolated and with limited mobility. In 2015, 500 volunteer drivers carried out 17,500 trips, taking people with limited mobility from their homes to GP appointments, shopping trips and other activities such as the chiropodists and hairdressers, thereby improving their wellbeing and sense of belonging in the community.

To find out more about Richmond Council and the voluntary sector please go to

[www.richmond.gov.uk/voluntary\\_and\\_community\\_sector](http://www.richmond.gov.uk/voluntary_and_community_sector)



17,421 trips - 503 volunteer drivers

# Supporting the growth and development of the voluntary sector

In January 2016 we awarded a three year contract to Richmond CVS, in partnership with Richmond Adult Community College (RACC) to be the strategic lead for the voluntary sector; representing the voluntary sectors interests to the Council and other partners and providing leadership and influence that helps sustain a thriving voluntary sector.

The Community Connections Richmond service will also offer skills development and training for voluntary organisations, with a particular emphasis on small community groups. This three year programme will require close involvement of the local voluntary sector in ensuring the service continues to meet local needs. It also supports the voluntary and community sector to grow its volunteer base.

For more information on these services go to [www.richmondcvcs.org.uk/](http://www.richmondcvcs.org.uk/)

Specialist strategic support is available for the environmental voluntary sector and is provided by South West London Environment Network. For more information go to [www.swlen.org.uk/](http://www.swlen.org.uk/)

Specialist strategic support is available for organisations working with children and families and is provided by Richmond CVS. For more information go to [www.richmondcvcs.org.uk/children-and-young-people](http://www.richmondcvcs.org.uk/children-and-young-people)



For more information go to:  
[www.richmond.gov.uk/voluntary\\_and\\_community\\_sector](http://www.richmond.gov.uk/voluntary_and_community_sector)

