Third Sector Partnership Action Plan

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| **Priority 1 – Stronger Relationships**  Recognition, respect and trust will underpin the relationship between the VCS Partnership and CWC, creating a culture of mutual respect and awareness of each other. | | | |
| **Issue – You said** | **Action** | **Who is responsible** | **Progress** |
| There is a need to build relationships between the partnership and CWC to ensure there is transparency, better engagement, acknowledgment of the value of the sector, respect and trust. | Identify an officer and Councillor as an advocate and escalation point for the sector and to champion, co-ordinate and take forward the action plan.  Develop a report to SEB and Cabinet outlining the approach and actions to bring together the shared aspirations and approach going forward. | Mark Taylor  Cllr Reynolds or Cllr Moran  Mark Taylor/Angela McKeever | Mark Taylor will be lead officer. |
| Identify officers across the Directorates in CWC to champion the VCS and promote opportunities for employees to have more tailored volunteering opportunities in local voluntary sector organisations.  Establish a list of organisations who can offer opportunities to CWC employees. | Martha Cummings/ Angela McKeever  Peter Emms |  |
|  | Identify training opportunities to share knowledge across the VCS and CWC e.g. restorative practice, Safeguarding. | Martha Cummings/ Sharon Nanon-Sen/Stephen Dodd |  |

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| **Priority 2 – Quality Communication**  Building opportunities for communication across the VCS partnership and CWC to increase awareness and create opportunities to share knowledge, best practice and engagement | | | |
| **Issue – You said** | **Action** | **Who is responsible** | **Progress** |
| Communication across the partnership and CWC could be better aligned and there are opportunities for the partnership and CWC to raise awareness of what’s on offer and develop an approach for communicating across the organisations in a positive way. | Develop a communications approach within CWC to raise awareness of the sector. This is to include;   * Monthly Employee briefings – MD to include VCS as a theme across the year * Cllr’s communications * Volunteering opportunities to maximise skills sharing in VCS organisations * Opportunities for the VCS to be part of future events. E.g. Business programme | CWC communications team  Martha Cummings  Heather Ernstsons |  |
| Establish a point of escalation and communication within the VCS and CWC for any unresolved issues. | Mark Taylor – lead officer  Ian Darch |  |
| Support the VCS to develop a suite of information for promotion and communication to raise awareness of the contribution of the sector to the City and Economy. | Jo Grocott/ Heather Ernstsons | A survey has been sent to organisations in the sector and an infographic highlighting value in the sector produced. This is to be shared at the VCS celebration event on the 8th November. |

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| **Priority 3 – Co-ordinated Commissioning**  Develop and implement a co-ordinated and co-produced commissioning process between the partnership and CWC | | | |
| **Issue – You said** | **Action** | **Who is responsible** | **Progress** |
| Commissioning processes are not always clear between CWC and the VCS partnership. Feedback is not always received and there is opportunity to develop stronger processes and feedback for commissioning activities. | Establish a forum across the partnership and CWC commissioning to discuss and develop;   * Social value models * Areas of collaboration and co-production * Sharing best practice * Commissioning approaches e.g. the value of localised provision * Local investment | Ian Darch/ Mark Taylor |  |
| Develop a training package delivered by CWC procurement to inform and assist the tender and bidding process and maximise success for organisations in the City.  This should include online material e.g. podcasts, digital how to guides. | Procurement/ Ian Darch/Michelle Hansell |  |
| Carry out a mapping exercise to identify all VCS organisations who are contracted with CWC.  Review contract award criteria for new tenders and develop a framework for providing feedback to organisations who are not successful. | Andy Moran  Procurement |  |