

**The Consortium viewed support services to front-line voluntary and community organisations at three levels.**



### **Getting you started**

Governance  
Structure  
Recruitment  
Policies  
Procedures  
Start-up funding  
Access to  
resources

Services needed to help groups establish themselves and put in place the basic policies and procedures necessary to attract initial funding.

### **Start**

### **Keeping you going**

ICT support  
Project funding  
Training  
Professional Advice  
HR  
Legal  
Partnership  
Building  
Information  
Advocacy  
Representation  
Policy and Research

Those services commonly needed by organisations that are growing, participating actively in the life of their communities (however they are defined), and seeking long-term sustainability.

These services can be increasingly demanding of professional and semi-professional skills as well as detailed information and specialist help.

### **Consolidate & Maintain**

### **Taking you further**

Quality  
Leadership Development  
Marketing  
Business Planning  
Business Skills  
Bookage services  
Income Generation  
Social Enterprise

Services already important to larger voluntary and community organisations and becoming more widely in demand as organisations seek to benefit from public service delivery opportunities. Many of these services mirror those needed by small and medium sized businesses.

### **Develop**

Raise standards and plug gaps

Intercept need & develop solutions

# ChangeUp

**An introduction to the draft Voluntary and Community Sector Infrastructure Development Plan**

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## What's all this about?

The Government has been investing in a national programme called 'ChangeUp'.

ChangeUp is the Government's 10 year vision to significantly increase the delivery of public services by the local Voluntary and Community Sector. ChangeUp is all about increasing the level of support local organisations need to grow their capacity to deliver local services.

This 'capacity building' vision is being tackled by improving the scope and quality of support services available to organisations and groups like yours.

These support services are called 'infrastructure services' and are provided in West Berkshire by Community Action West Berkshire (CAWB), by Volunteer Centre West Berkshire, by Community Council for Berkshire and by some specialist providers as well.

In early 2005 the Government provided funds to establish a local Consortium, identify needs and prepare a local Infrastructure Development Plan.

This work is nearing completion. The final plan will be lodged with Government Office for the South East towards the end of March.

The draft plan can be seen in full at [www.ba4all.org.uk](http://www.ba4all.org.uk), click on 'West Berkshire' and you will find it under 'Publications' (left hand side menu) from the CAWB page.

## Why should I be interested?

If your organisation or group has no interest in ever engaging with the West Berkshire Council, the Primary Care Trust or any other statutory agency to deliver local services under contract, then perhaps you need read no further.

But the future is difficult to predict. Some voluntary or community groups already provide services paid for by, for example, West Berkshire Council. Many others are signalling their wish to do so, and others will doubtless follow.

If you do, wish to or think you might want to in the future, then ChangeUp will be important.

## How can I make the most of ChangeUp?

In the preparation of the draft Infrastructure Development Plan a variety of research and consultation activities have been undertaken.

These range from questionnaire research to face-to-face individual or small group interviews. This is continuing. It may well be that you, or perhaps a colleague, has already helped with this work.

What we need now is feedback on the scope and contents of the Infrastructure Development Plan. In particular we would like to hear your thoughts on:

whether or not your group or organisation has any aspiration to deliver public services under contract

if you already do so, what your experiences have been

whether the type of support services envisaged are what you would expect to be available to you group or organisation.

## What services are we talking about?

The diagram overleaf gives a headline idea. Some of these are of course already available. However the plan is a development plan. We need to think ahead.



## The Consortium sees the following as key

new or enhanced - services, whether they are delivered locally, by CAWB for instance, or whether they are available on a county-wide basis.

### ICT advice and support

a serious challenge that demands resolution if we are to progress.

### Project funding

a more complete service than simple funding information, perhaps including help with writing bids.

### Training and development

there will be new skills required, more akin to the private sector, perhaps.

### Professional advice

sound and current advice on matters such as health & safety, legal matters, employment law.

### Business planning and business support

we will all have to behave in a more business-like manner without abandoning our charitable and community aims.

### Marketing

promoting ourselves, raising awareness of what we are and what we can do for others.

### Social enterprise and sustainability

new approaches to running our organisations.

### Access to contracting opportunities

finding out about opportunities to partner with West Berkshire Council, the Primary Care Trust and others under paid contract.