



## Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

Q1 April – June 2017

Q2 July – September 2017

Q3 October – December 2017

Q4 January – March 2018

### **Please demonstrate how you are achieving:-**

We plan to actively carry out further staff training, increase and train volunteer numbers to help meet the demand being placed on all our services.

During Q1 UCT has increased its Volunteer Drivers located in Saffron Walden by two to help with the increased demands. Q1 Hospital Car Service has increased 31% journeys for 2016/17 recorded as 860, 2017/18 1,187 with a further 41 wheelchair movements to Hospital.

Training following staff appraisals Q1 has been booked and will be carried out in Q3, October 12th Presentation Skills (Co-ordinator TJ) October 12<sup>th</sup> Data Webinar ( 4 members of Staff and team driver) 31<sup>st</sup> October Promoting your organisation on Facebook (Co-ordinator CP) 9<sup>th</sup> November (Co-ordinator CP)

### **Please demonstrate how you are achieving:-**

Our aim is to transmit work instructions directly to UCT drivers through portable devices located in the vehicles which will be linked to the new booking system located in the office.

Q1. UCT is actively involved in development with Flexiroute, using the driver app with a controlled and monitored link which mirror images the live booking system before roll out to all minibus drivers. Development is ongoing with feedback from UCT users.

**Please demonstrate how you are achieving:-**

We are also looking to update the website so the community is able to join online, and to allow all our members to make further bookings online through the website.

Work during Q1 on the new plates has now been completed which will be inserted into the new UCT website going live late Q2 the links have been tested with two staff members being able to look at bookings being requested and secure confirmation replies back to the members.

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by:

Name: Malcolm Barrell

Date: 3<sup>rd</sup> August 2017

Position in organisation: General Manager

Signed: **Malcolm Barrell**