



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 – Submitted.
- Q2 July – September 2017 – Submitted.
- Q3 October – December 2017 – Submitted.
- 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.

Staff training undertaking Q3: Presentation Skills, Webinar Data Protection and Taking and Presentation of Minutes.
Data Protection (GDPR) (General Manager/Company Secretary).

Q3 Recruited Three Hospital Car Volunteer Drivers.

Interest made to UCT by three bus drivers.

Please note Driver/Office Volunteer hours costing on KPI's only includes Bus and Office Volunteers value, excludes Hospital car hours recorded as 5,227 hrs 19% increase on 2016/17.

Currently during Q4 UCT still activity looking to increase Driver and Office Volunteers numbers throughout Uttlesford.

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.

Q3. Development and testing of portable devices completed with training and roll out due Q4 being fully operationally Q1 April 2018/19.

In addition UCT's telephone system has been scheduled for update Q4 to accommodate the latest communication technology.

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.

Q3. Development and testing completed as evidenced in Q2 report.

Q4. Website to be re-developed to include online booking facilities in readiness for Q1 year 2 (2018/19) go live.

In addition, can you please supply us, by the end of December 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.

Please see attached Key Performance Indicators (April~December 2017).

Completed by: MALCOLM BARRELL

Name: Malcolm Barrell.

Date: 10th January 2018.

Position in organisation: General Manager

Signed: **Malcolm Barrell**
