

Integrated Public Service Volunteer Hub Outcomes and Performance Framework 27/04/2016

Deliverable Number	Key Deliverable	Outcome	Output	Measure	Target	Source	Baseline
1	Rationalise multi-agency processes to create one single gateway / point of entry into public service volunteering Pan-Lancashire	Single gateway for Public Sector volunteers in Lancashire	Number of public Services utilising the Hub to manage and task public service volunteers	Period on Period comparison of public Services utilising Hub	All upper tier authorities, Lancashire Fire and Rescue service and Police to join integrated volunteer services and allocation by April 2018	Volunteer Hub Records	Nil
			Single process adopted pan Lancashire for public service volunteers	Number of gateways to access public service volunteers in Lancashire	One gateway to gain the services of a public service volunteer	Volunteer Hub Records	Number of current gateways to access public service volunteering service in Lancashire

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2	Create a single business support function that delivers consistency and efficiencies	Single Business Support Function	Reduction in Business Support Costs	(Baseline BS Cost - Current BS Costs) / Baseline BS Costs	30% reduction in Businesses support costs	Volunteer Hub / Other agencies	Current Cost of all all BS services for Volunteer agencies in Lancashire.
		Mitigation of duplicate vetting checks and standardised vetting procedure	One Standardised vetting and a reduction in the number of duplicate vetting checks	Number of vetting procedures	One vetting procedure and process	Volunteer Hub / Other agencies	Number of different vetting procedures and required levels of vetting.

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3	Integrate a single ICT system that facilitates the matching of public service volunteers to need	One integrated ICT system	Number of systems ICT	Number of systems decommissioned	Reduction of separate ICT systems to manage volunteers	ICT System owner	N/A
		Fulfil the need of the service user	Increase wellbeing, resilience and confidence of service users	Wellbeing scores pre, post and during volunteering	Service users increase in scores of wellbeing and resilience over time	Volunteer hub	Wellbeing scores pre volunteering. (need to agree on impact assessment)

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4	Increase the capacity of public service volunteers to meet increasing need through additionally and widening the volunteer skill base to better deliver against need	Recruitment of new Early Action volunteers	Number of recruited public service volunteers	Number of new Early Action volunteers / target	300	Volunteer Hub Database	N/A
			Number of hours	Count of hours per Public Service Volunteer	1 hour a week	Volunteer Hub Database	Number from each agency at Inception to Hub
		Widen public service volunteer skill base	Increased skill base of public service volunteers available for deployment	Skills , education and training of volunteers	Wide variety of skill base of volunteers	Volunteer Hub	Current skills for existing public service volunteers.
		Timely matching of volunteer to need	Waiting times for clients	Time between referral for volunteer and volunteer deployment	Reduction in the average waiting time for referrals	Volunteer Hub / Other agencies	Waiting times for referrals to volunteer agencies
		Reduction in Statutory Lead Professional Time	Hours and Cost saved by Statutory Services where public service Volunteers have a role in the Plan	Number of Hours of public service volunteer intervention	£421k per year	Volunteer Hub / Other agencies	N/A

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5	Offer a service that is universal and prioritises those in most need regardless of age or other characteristics	Service offer is universal throughout Lancashire	Same public service volunteer base is available across Lancashire	Volunteer skill base is distributed throughout Lancashire if need is present	To offer a universal offer to all of Lancashire	Volunteer Hub / Other agencies	Public service volunteer availability across Lancashire
		Need is placed at the forefront of allocation	Need is measured and allocated above other characteristics	Need assessment measures against deployment	To ensure need is measured and allocated accordingly	Volunteer Hub / Other agencies	Current levels allocation

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6	Broaden the diversity of public service volunteers so that they better reflect local communities in which they are deployed	Public service volunteers reflect local communities	Volunteers demographics reflect local communities	Demographics of volunteers against deployment location	Representational public service volunteers	Volunteer Hub / Other agencies	Current make up of volunteers in Lancashire against their local deployment areas.
			Volunteers reflect community in relation to employment	Employment at time of application	Representational volunteers to match local communities	Volunteer Hub / Other agencies	Current make up of volunteers in Lancashire against their local areas.

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7	Inform and guide the commissioning of the voluntary sector by identifying gaps in service provision	Identify gaps in Public Service provision	Mitigate gaps in Lancashire service provision	Number of Referrals with no public service volunteer deployment where service is not currently offered or	No gaps on service provision	Volunteer Hub Database	N/A
		Gaps are identified in volunteer skills and services	Mitigate gaps in volunteers skills	Number of Referrals with no volunteer deployment	No gaps	Volunteer Hub Database	N/A

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8	Increase confidence and public value by demonstrating how public services can work together to deliver relevant, effective and integrated services	Increase public knowledge of Volunteering sector and engagement	The general public have an increased knowledge of the volunteer sector	Increased knowledge displayed through public attitude survey	Knowledge is increased	Public survey	Survey to take place to assess current knowledge of the volunteer sector in Lancashire.
		Services are working closely together	Increased confidence in integrated working	Feedback from Volunteer focus group	Confidence from services involved that integration is effective and relevant	Focus Groups with volunteers	N/A
				Feedback from project leads and support staff focus groups	Stakeholders have confidence that integrated working is effective	Focus Groups	N/A
		Improved Volunteer confidence in the volunteer service delivery	Confidence in integrated service	Feedback from surveys from volunteers	Feedback from Survey to display confidence in new service delivery	Survey	N/A