



**COMMISSIONING POLICY DEVELOPMENT PROJECT 2009-2011  
Interlink and VAMT**

**VALUED ADDED FACTS  
QUESTIONNAIRE**

National policy consistently highlights the key role that the third sector in Wales has to play in service planning and delivery. Yet, it is notoriously difficult to capture and quantify the value and vitality of the contribution that local organisations can make to enhance public services.

Complete this 10-question questionnaire<sup>1</sup> to give your organisation (and local commissioners) a better sense of the added value that your organisation makes to your local authority area. Don't worry if you find that not every section applies to your organisation.

Once you have completed the questionnaire, you can use it in the following ways:

- To assist with your own planning and internal discussion
- To assist with your own marketing and funding applications
- To assist with the Commissioning Policy Development Project by sending a copy of your completed questionnaire to Margaret McLaughlin at [Margaret.mclaughlin@vamt.net](mailto:Margaret.mclaughlin@vamt.net)

**1. MAKING LOCAL FUNDING GO A LONG WAY**

a. Describe below the value of funding that your organisation receives from:

<b>Local statutory organisations</b>	
Local Authority grant/s	£
Local Health Board grant/s	£
<b>Sub-total in local grants</b>	<b>£</b>
Local Authority commissioned services	£
Local Health Board commissioned services	£
<b>Sub-total for locally commissioned services</b>	<b>£</b>
<b>Total of <u>all funding</u> from local statutory organisations</b>	<b>£</b>
<b>Other sources of funding</b>	

<sup>1</sup> Based on Sustaining Grants NAVCA 2007

European Union Funding	£
Direct Welsh Assembly Government funding	£
Lottery	
Trust Funds	£
Income generation (shops, events, publications etc...)	£
Other/ What?	£
Other/ What?	£
<b>Total from other sources</b>	<b>£</b>

b. For every pound that your organisation receives from local statutory organisations, how many more pounds do you earn?

<b>For every £1 from local statutory organisations</b>	<b>£ ( ) from other sources</b>
<b>For every pound <u>in grants only</u> from local statutory organisations</b>	<b>£ ( ) from other sources</b>

## 2. VOLUNTEERING

For the purposes of this exercise do not take trustees' or management committee members' time into account?

<b>Number of paid staff</b>	
<b>Number of volunteers</b>	
<b>Ratio of volunteers to paid staff</b>	( ) volunteers : staff

<b>Number of hours worked by volunteers per week</b>	
<b>Value of volunteering to your organisation <u>per week</u> (number of hours x £11.87<sup>2</sup>)</b>	
<b>Value of volunteering to your organisation <u>per year</u> (the above figure x 45.5<sup>3</sup>)</b>	

<sup>2</sup> 2008 Annual Survey of Hours and Earnings, which states that between 2007 and 2008 the national median hourly rate in the UK was £11.87

<sup>3</sup> Based on full time workers working an average of 45.5 weeks (i.e. 52 weeks minus 5 weeks' annual leave and discretionary bank holidays)

Describe the contribution that volunteers make to your organisation.

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### **3. REACHING PEOPLE OTHER SERVICES CANNOT**

Describe how your organisation reaches people who would not readily access mainstream services.

<b>a. Who do you work with who might be considered difficult to reach or socially excluded?</b>
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<b>b. How do you make your services accessible to people who might be considered difficult to reach?</b>
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<b>c. How do you make sure that the voices of the most difficult to reach are heard?</b>
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### **4. MAKING LINKS WITH THE COMMUNITY**

<b>a. How do you involve service users in your organisation?</b>
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<b>b. How do you reflect diversity in your area? (e.g., in relation to men/women; disabled people; people from minority ethnic communities etc...)</b>
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<b>c. How do you make sure you understand the needs of your clients or local community?</b>
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## 5. MULTIPLE WINS FROM A SINGLE INTERVENTION

Give an example of a project or activity your organisation has been involved in that has achieved multiple outcomes.

**a. What was the main focus of the project? (e.g. youth provision)**

**b. What additional outcomes did the project achieve? (e.g. environmental, volunteering etc....)**

## 6. IMPROVING THE QUALITY OF COMMUNITY LIFE

Give examples of how your organisation improves the quality of life in your area, for example, by reducing social isolation, increasing community cohesion, building links between people; providing facilities for local organisations and groups.

## 7. IMPROVING PERSONAL OUTCOMES

Describe how your organisation supports people on an individual basis.

**a. To help them find ways of dealing with their situation e.g., building confidence, self esteem, re-building relationships**

**b. To go on and achieve “harder” outcomes such as gaining employment**

**c. To prevent people from having to access more critical or acute services such as hospital admission**

## 8. DEMAND-LED AND RESPONSIVE TO THE EMERGING ENVIRONMENT

Describe how your organisation has been able to make use of its knowledge of the local area to identify and respond to needs.

**What initiative(s) has your organisation recently developed that are specifically tailored to the local area?**

## 9. CONTRIBUTING TO MEETING STRATEGIC OUTCOMES

How does your organisation contribute to meeting strategic priorities in your area?

<b>a. Health, Social Care and Well-being</b>	
<b>b. Children and Young People</b>	
<b>c. Community Safety</b>	
<b>d. Community Strategy</b>	
<b>e. Other</b>	

## 10. GATEWAY TO LOCAL SERVICES

Give examples of the ways in which you encourage, support and guide individuals to access other services available in your area.

Please now return a copy to Margaret McLaughlin, Commissioning Policy Development Officer for VAMT and Interlink at [Margaret.m@vamt.net](mailto:Margaret.m@vamt.net)  
Te01685 353 920: