OUR STRATEGIC DIRECTION & IMPACT

NDVS exists to create the conditions for a thriving Voluntary, Community and Social Enterprise (VCSE) Sector and flourishing communities across North Devon

Ultimately we are here to:

Enable those that do good to flourish.



Our **MISSION** is to strengthen, connect, represent, champion and influence on behalf of the VCSE sector across North Devon, creating the conditions for the sector and ultimately communities to flourish.

Our **VISION** is a North Devon where people, organisations and communities are understood, connected, resilient, and empowered to create positive change!

NORTH DEVON VOLUNTARY SERVICES LOCAL INFRASTRUCTURE

Aim 1 – STRENGTHENING the VCSE Sector
Building the capacity, capability, sustainability and resilience of voluntary, community and social enterprise organisations, volunteers and leaders across North Devon.

We aim to achieve this by:
- Providing tailored capacity-building support to help organisations strengthen governance, leadership and operational effectiveness.
- Supporting the development of new and emerging groups, ensuring they are welcomed into the sector and connected to networks, resources and guidance.
- Facilitating volunteer recruitment and development, including DBS verification, training and peer support forums to promote safe and effective volunteering.
- Offering hosted project services that provide flexible infrastructure support, including HR, finance and employment functions, enabling grassroots initiatives to focus on delivery.
- Delivering relevant training and sector intelligence, informed by local need and shared through our communications strategy and partnership offer.
- Sharing funding resources, templates, case studies and guidance to support organisational funding readiness.

We will measure this by:
- Number of VCSE organisations supported through one-to-one guidance, hosted services, or training.
- Number and type of training sessions delivered, including attendance, feedback, and follow-up actions.
- Volunteer engagement metrics, including number of volunteers recruited, retained, and supported (e.g. through DBS checks or forums).
- Hosted project activity, including projects supported, transitions to independence and uptake of HR, finance and employment services.
- Number of successful funding applications supported and feedback from organisations on funding support.
- Percentage of supported organisations reporting improved confidence in governance, leadership or sustainability at follow-up.
- Number of organisations implementing a change following NDVS advice or training.

The wider benefits include:
- Greater organisational resilience and improved sustainability.
- Enhanced legal and operational compliance through training, guidance and professional tools.
- Safer and more inclusive volunteer engagement.
- Empowered leadership and greater confidence among VCSE leaders.
- Improved access to funding pathways and hosted services.

We provide practical guidance, training, leadership development, volunteering support and infrastructure services so local groups can develop, thrive and respond to community needs.

Aim 2 – CONNECTING Communities, Partners and Opportunities
Bringing together people, organisations, communities, volunteers, businesses, public services and funders to strengthen relationships, encourage collaboration and maximise collective impact.

We aim to achieve this by:
- Coordinating inclusive networking and partnership development, enabling organisations to share knowledge, align efforts and reduce duplication.
- Facilitating forums such as Leadership Hub, Volunteer Management Forum, wider Northern Devon Community Development and youth forums, providing spaces for peer support and strategic dialogue.
- Building cross-sector and corporate partnerships between VCSE, public and private sectors.
- Leveraging Devon Connect as a digital infrastructure tool for events, volunteering, resource-sharing and connections across Devon.
- Supporting joint working, referrals and opportunities to respond collectively to local needs.

We will measure this by:
- Forum participation, attendance and feedback on relevance and outcomes.
- Number of new partnerships formed, including cross-sector collaborations and corporate engagement.
- Growth in NDVS Partner network, including uptake and retention.
- Devon Connect usage, including listings, volunteer sign-ups and cross-sector interactions.
- Number of partnerships reporting a specific joint action, shared resource or reduced duplication.
- Examples of connections leading to new activity, funding or community benefit.

The wider benefits include:
- Stronger cross-sector relationships and coordinated responses to local challenges.
- Reduced duplication and increased efficiency through shared learning.
- Stronger regional connectivity across Devon.
- Improved volunteer matching and community engagement.
- Increased trust and credibility in NDVS as a connector.

We connect organisations and communities through networks, forums, partnerships and digital tools, helping people share learning, find opportunities and work together.

Aim 3 – AMPLIFYING Community Voice and Intelligence
Gathering, collating, analysing, understanding and communicating community and sector insight, lived experience and evidence to ensure local voices help shape services, investment, partnerships and decision-making.

We will aim to achieve this by:
- Facilitating community development and listening, especially among underrepresented groups.
- Capturing and analysing impact data, case studies, CRM insights and evaluation feedback.
- Using networks, forums and community engagement to identify needs, gaps and emerging priorities.
- Sharing community and sector intelligence with partners and decision makers while respecting confidentiality and consent.

We will measure this by:
- Number of case studies and feedback reports produced.
- CRM data on engagement and support.
- National Lottery evaluation reports – internal and external (where applicable).
- Evidence of community-led priorities informing strategic discussions.
- Diversity of organisations and communities contributing to intelligence, with appropriate safeguards.
- Number of evidence briefings shared and documented examples of how insight was used.

The wider benefits are:
- Amplified community voice and lived experience.
- More inclusive and representative decision-making.
- Evidence-based service design and commissioning.
- Improved understanding of unmet and emerging community needs.

We listen to communities and organisations, bringing together local evidence and lived experience and ensure that voices which may otherwise be missed are heard.



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Aim 4 – CHAMPIONING the VCSE Sector
Championing, promoting and celebrating the achievements, impact and contribution of the voluntary, community and social enterprise sector across North Devon.

We will aim to achieve this by:
- Delivering high-profile events, including the Annual Community Awards, to celebrate achievements, foster morale and raise public awareness.
- Implementing a strategic communications plan, including newsletters, social media and stakeholder engagement, to share timely and accessible information.
- Showcasing the contribution and impact of local organisations and volunteers through stories and case studies.
- Promoting opportunities and achievements through NDVS channels and relevant partnerships.

We will measure this by:
- Number and diversity of events held, including attendance and sector representation.
- Feedback from events and awards, including qualitative insights and satisfaction.
- Communications reach, including newsletter engagement, social media analytics and website traffic.
- Number and range of organisations and volunteers profiled, including smaller and underrepresented groups.
- Examples of increased awareness, volunteering or partnership interest following promotional activity.

The wider benefits include:
- Greater visibility and recognition of VCSE organisations and their contribution.
- Improved morale and sector cohesion through celebration and shared purpose.
- Enhanced digital visibility and accessibility, particularly for smaller or rural groups.
- Greater public understanding of the preventative and social value of community action.

We raise the profile of local charities, community organisations, social enterprises and volunteers through awards, events, communications and sharing their stories.

Aim 5 – INFLUENCING Systems and Driving Change
Ensuring community priorities and VCSE insight help shape policy, commissioning, strategic investment and system change through effective partnership working, advocacy and leadership.

We will aim to achieve this by:
- Monitoring and analysing the funding landscape, identifying trends, gaps and opportunities.
- Influencing stakeholders, including MPs, councillors and commissioners, to secure investment and recognition.
- Representing the sector in strategic forums, ensuring VCSE voices are heard and valued.
- Aligning activity with regional priorities, including One Northern Devon/Northern Devon Futures and other place-based partnerships.
- Sharing funding opportunities and intelligence through newsletters, targeted alerts and stakeholder communications.
- Advocating for community-informed commissioning, preventative approaches and equitable investment.

We will measure this by:
- Number of funding opportunities shared.
- Engagement with strategic stakeholders, meetings / briefings.
- Participation in strategic forums and partnerships.
- Inclusion of VCSE priorities in local funding frameworks.
- Evidence of community-led priorities influencing policy.
- Documented instances of NDVS intelligence or representation contributing to changes in strategy, commissioning or investment.
- Number of joint sector positions, consultation responses or advocacy briefings produced.

The wider benefits include:
- Increased access to funding, especially for smaller or underrepresented groups.
- More strategic and aligned funding applications.
- Greater VCSE influence in local decision-making and commissioning.
- Improved policy alignment with local needs.
- Recognition of the VCSE sector's preventative and social value.

We represent and advocate for the VCSE sector, bring community evidence into strategic discussions and work with partners to influence fairer investment and more joined-up services.

Aim 6 – ENABLING Communities to Flourish
Create the conditions for stronger, more resilient and inclusive communities through prevention, early intervention, community-led solutions and increased community capacity.

We will aim to achieve this by:
- Supporting and hosting grassroots and community-led projects, using appropriate HR, finance, employment and governance infrastructure to enable delivery.
- Supporting community-led solutions that respond to locally identified needs, including prevention, early intervention and reducing isolation.
- Working with partners, including Primary Care Networks where agreed, to explore or support frailty-related community approaches and connections.
- Enabling wellbeing and social connection through hosted initiatives such as The Woodyard CIC, including activities such as Mindful Mondays and reading for wellbeing.
- Helping projects build capability, sustainability and appropriate pathways towards independence where relevant.

We will measure this by:
- Hosted project activity, including number of projects supported, transitions to independence and uptake of HR, finance and employment services.
- CRM engagement and support records and relevant project evaluation reports.
- Number and type of community-led initiatives supported and people reached, with appropriate disaggregation.
- Participant-reported changes in connection, confidence or wellbeing, where proportionate and consented.
- Number of agreed PCN/community referrals or partnership activities and evidence of appropriate follow-up, subject to project design and data permissions.
- Case studies evidencing early intervention, improved access to support or strengthened community capacity.

The wider benefits include:
- Stronger, more resilient and inclusive communities.
- Improved community connections and opportunities for participation.
- More locally responsive prevention and early-intervention activity.
- More sustainable grassroots initiatives and local solutions.

We support community-led projects and local solutions that build connections, reduce isolation and strengthen community capacity, helping people and communities to flourish.



NORTH DEVON VOLUNTARY SERVICES LOCAL INFRASTRUCTURE

Impact statement:

NDVS strengthens, connects, represents, champions and influences on behalf of the Voluntary, Community and Social Enterprise (VCSE) sector, creating the conditions that enable organisations and communities to flourish.

Through our role as a trusted connector, strategic convenor and bridge between communities and systems, we help build stronger, more resilient and inclusive communities across North Devon.

Looking forward:

North Devon's strengths lie in its people, volunteers, organisations and communities.

NDVS helps create the conditions for their work to flourish- through practical support, strong connections, community voice and shared action.

Our Six Strategic aims give us clear direction, underpinned by our values-led approach. Working alongside communities and partners, we will turn that direction into action, listen and learn and build on what makes the greatest difference!

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