



UNDERSTANDING AND USING AN OUTCOMES FOCUS

- How much do you know about the *effects* of your organisation's work?
- Would you like to know more about outcomes?
- Are your funders asking about outcomes monitoring?

If so, you'll be interested in this **free** training course for voluntary and community organisations.

- Learn how to assess your effectiveness
- Learn about what works, to improve your services.
- Increase morale for staff and users by showing that change is happening.
- Demonstrate to funders that you are making a difference.

CVS Stratford and Warwick Districts are running a free two day course

Course
Thursday 13th September 9.30-4.30
 and

Thursday 11th October 9.30-4.30

(Both days need to be attended) At CVS Stratford-on-Avon District



The courses are offered as part of the National Outcomes Programme, run by Charities Evaluation Services. The programme is funded by the Big Lottery Fund. This means the training, which usually costs £250, is free to participants. Places are limited, so please register your interest now.

Understanding and using an outcomes focus **Two-day training course for voluntary and community organisations**

Understanding and using an outcomes focus is a free two-day training course for voluntary and community organisations. A course is being organised by CVS Stratford and Warwick Districts and these are part of a national programme of over 120 similar courses. The programme, which is run by Charities Evaluation Services and funded by the Big Lottery Fund, aims to help voluntary and community organisations develop knowledge and skills in using an outcomes focus.

The courses aim to equip participants to introduce an outcomes focus within their own organisation. For this reason organisations are encouraged to send two or three people from their organisation on the course, whether trustees, paid staff, volunteers or a mixture. Participants from the same organisation should all attend the same course.

To make the most of this opportunity, we ask you to commit to:

- all participants attending both days of the course

Continued

DEVELOPING YOUR ORGANISATION



- fully engaging in the take-away task between the two training days. This involves holding a meeting in your own organisation on outcomes and on the implications of adopting an outcomes focus. The meeting should involve relevant representatives of trustees, paid staff and volunteers.
- taking further actions to introduce an appropriate outcomes focus within your organisation after Day 2 of the course.

You will receive materials and support to help you in these activities.

**TO FIND OUT MORE ABOUT THE COURSES, PLEASE PHONE
JANE HOLDSWORTH ON
0845 051 1175 OR EMAIL jholdsworth@cvswd.org.uk**

ORGANISATIONAL DEVELOPMENT

ADVANTAGE WEST MIDLANDS

Has appointed b:RAP to manage a new £1 million project aimed at boosting Black and Minority Ethnic (BME) Third Sector activity across the region. This programme will enable BME Third Sector organisations to: take advantage of current and emerging procurement/commissioning opportunities across the Public Sector, improve performance and ability to achieve 'contract' ready standards, successfully secure and deliver public sector contracts. For further information about the R20 Programme visit: www.brap.org.uk/r20. For queries please contact Cheryl Garvey or Aaron Langdon: r2o@brap.org.uk or 0121 456 7400

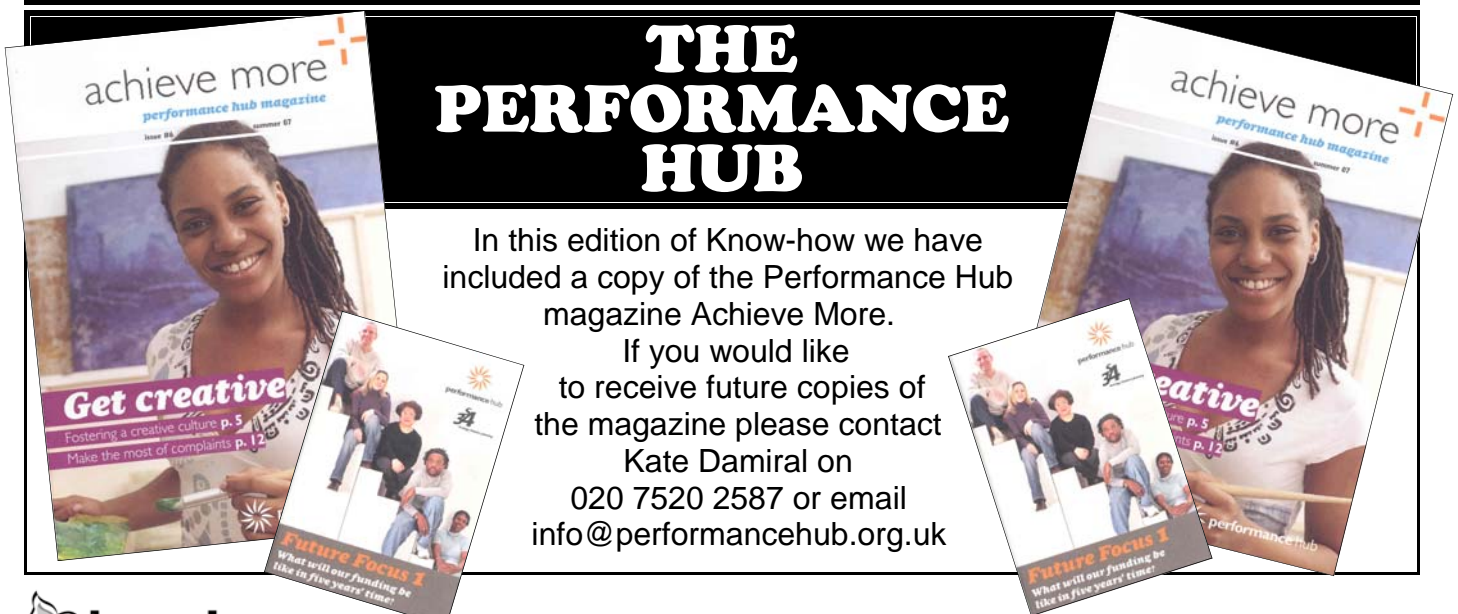
GENDER EQUALITY DUTY

Equal Opportunities Commission website <http://www.eoc.org.uk/Default.aspx?page=15016>

THE PERFORMANCE HUB

In this edition of Know-how we have included a copy of the Performance Hub magazine Achieve More.

If you would like to receive future copies of the magazine please contact Kate Damiral on 020 7520 2587 or email info@performancehub.org.uk





ORGANISATIONAL DEVELOPMENT

HUMAN RESOURCES

CIPD RESOURCES

The CIPD have updated the following factsheets: "Working time and leave - an overview", "Costing your spend on training", "Working hours in the UK"

The CIPD (in conjunction with the British Chamber of Commerce) has issued a guide entitled "Flexible working: Good business. How small firms are doing it"

The CIPD have issued a factsheet entitled "Diversity: an overview" which looks at how employers may achieve a diverse workforce, and measures they can take to manage diversity.

MANAGEMENT



third sector leadership centre

ON BEING A CHIEF EXECUTIVE

Is a Third Sector Leadership Centre research project

designed to capture what it is really like to be the leader of a non profit organisation, and how individuals respond to the opportunities and challenges that such a role presents.

<http://www.thirdsectorleadership.org.uk>



third sector leadership centre



BE A BETTER MANAGER

This new website based

on National Occupational Standards

for all sectors has a section on strategy. www.beabettermanager.com



PUBLIC SERVICE DELIVERY

PUBLIC SERVICES –FREQUENTLY ASKED QUESTIONS



NCVO's Policy team has released answers to some frequently asked questions regarding public service delivery. Questions range from 'What are public services?' to 'Do I need a new legal structure to deliver public services?' and the page includes links

to further support and resources. www.ncvo-vol.uk/policy/index.asp?id=5402



Is a DfES funded initiative designed to identify and address the needs of voluntary and community sector organisations, working to deliver services within the framework of Every Child Matters. For more details please visit: <http://www.vcsengage.org.uk>